

Detailed Instructions for RRH/PSH Renewal Projects Scorecard

A. Performance Measures

1. Length of Stay

- i. Data found in: APR Qs: 22c (RRH) or 22a (PSH)
- ii. Scores for RRH projects will be calculated by counting up the number of participants who were housed within 30 days between project start date and move-in date divided by the total number of participants served.
 - a. Ex. 80 people were housed within 30 days of project start to move-in/92 total participants served = 87% had a Length of Stay of 30 days or less
 - 98-100% = 20 pts.
 - 95-97% = 15 pts.
 - 92-94% = 10 pts
 - 89-91% = 5pts.
 - 86-88% = 2pts.
 - >80% = 0 pts.
- iii. Scores for PSH projects are found by referring to APR Qs: 22a and using the average length of stay.
 - a. Ex. If 20 people are counted as falling between 181-1,825 days, and there are 25 people in total in the program, then 20/25 = 80% of participants who stayed longer than 180 days.
 - 98-100% = 20 pts.
 - 95-97% = 15 pts.
 - 92-94% = 10 pts
 - 89-91% = 5pts.
 - 86-88% = 2pts.
 - >80% = 0 pts.

2. Exits to Permanent Destinations

- i. Data found in: APR Qs: 23 a + b
- ii. Scores will be determined by counting up the number of persons exited to permanent destinations and divided by the number of program participants who exited the program. We will not include those whose destinations excluded them from the calculation (i.e. deceased).
 - a. Ex. 26 People exited to permanent destinations/30 people who exited in total = 87% were exited to permanent destinations
 - 98-100% = 20 pts.
 - 95-97% = 15 pts.
 - 92-94% = 10 pts
 - 89-91% = 5pts.
 - 86-88% = 2pts.
 - >80% = 0 pts.

3. Returns to Homelessness

- i. Data found in: HMIS recidivism report
- ii. Score will be determined by referring to the recidivism (i.e. Return to Homelessness report) that shows clients that have re-entered the homelessness system that were also exited from this program.
 - a. Ex. If 20 people exited the program in the last 12 month, and 2 returned to homelessness, then the rate would be 10%
 - ≤5% = 20 pts.
 - 6-10% = 15 pts.

- 11-15% = 10 pts.
 - 16-20% = 5 pts.
 - >20% = 0 pts.
4. New or Increased Income and Earned Income
- i. Data found in: APR Qs: 19a1 + 19a2
 - ii. Scores will be determined by finding the income change for earned income and non-employment income participants from the start to the exit of the program for project leavers and stayers. The percentage of income change is reflected in the farthest column of APR Qs: 19a1 + 2, and that percentage is scored directly based on the amount increased, decreased, or if no change has occurred. The points scoring below is for each separate income category on the scorecard, for a total of 20 pts. overall.
 - <25% = 5 pts.
 - 20-25% = 4pts.
 - 15-19% = 3pts.
 - 10-14% = 2 pts.
 - 5-9% = 1 pts.
 - >5% = 0 pts.

B. Serve High Need Populations

1. Project Serves the Highest Community Need
 - i. Materials used for scoring: Gaps analysis
 - ii. Scores will be calculated based on information gathered through the gaps analysis report which will determine the need order of the highest need populations. From there, the primary population you serve will determine the number of points you receive based on the priority listing for the community.
 - Projects Serving Highest Need Population = 5 pts.
 - Projects Serving 2nd Highest Need Population = 4 pts.
 - Projects Serving 3rd Highest Need Population = 3 pts.
 - Projects Serving 4th Highest Need Populations = 2 pts.
 - Projects Serving 5th Highest Need Populations = 1 pt.
 - Projects Serving Any Other Populations = 0 pts.

C. Project Effectiveness

1. Project Has Reasonable Cost
 - i. Materials used for scoring: financials and budget information from the application
 - ii. Scores for this category will be determined by dividing the total project cost by the number of participants served. This number will then be compared to the local average, and the difference in the amount to the local average cost will determine the score.
 - a. Ex. Total cost \$200,000/20 clients served = \$10,000 per person.
 - Cost is Below Local Average by \geq \$500 = 10 pts.
 - Cost is At Local Average = 5 pts.
 - Cost is Over Local Average by \$1- \$500 = 2 pts.
 - Cost is Over Local Average by $<$ \$500 = 0 pts.
2. Coordinated Entry System Participation
 - i. Materials used for scoring: HMIS report ran for referrals accepted by the agency from CE and reports ran for the total number of new program participants during the fixed timeframe.

- ii. Scores for this category are calculated by finding the number of participants accepted into a program through the HMIS referrals report. The number of new referrals accepted from CE referrals are compared to the number of new program participants during the same time period to determine how many program participants were taken from CE.
 - a. Ex. 15 referrals were accepted through CE/19 total new program participants = 79% of participants accepted through CE
 - 95-100% = 15 pts.
 - 90-94% = 10 pts.
 - 85-89% = 5 pts
 - 80-84% = 2 pts.
 - >80% = 0 pts.

D. Other and Local Criteria

1. CoC Monitoring Score
 - i. Data found in: Site Visit Checklist
 - ii. Score will be based on the points awarded on the Site Visit checklist and will be awarded on the scorecard based on the following scale:
 - 21-24 points = 10 pts.
 - 17-20 points = 8 pts.
 - 13-16 points = 6 pts.
 - 9-12 points = 4 pts.
 - 5-8 points = 2 pts.
 - >4 points = 0 pts.
2. Occupancy Rate
 - i. Data found in: Sage APR Bed Utilization Rate
 - ii. Score will be based on the occupancy rate for the project based on the number of persons being served compared with the capacity of the program/the projected number of clients served from the original project application.
 - a. PSH: 20 people being served/24 beds in program = 83% occupancy rate
 - 95-100% = 10 pts.
 - 90-94% = 8 pts.
 - 85-89% = 6 pts.
 - 80-84% = 4 pts.
 - 75-79% = 2 pts.
 - >74% = 0 pts.
 - b. RRH: 200 people served/210 people projected to be served in the application = 95%
3. Client Satisfaction Survey Scores
 - i. Materials used for scoring: Client Satisfaction Surveys
 - ii. Scores will be calculated by adding up the scores from each survey returned, divided by the number of surveys to find the average. From there, the average score on the surveys will determine the agency score on the scorecards.
 - a. Ex. 10 survey scores equaling 40/10 surveys = Average score of 4.
 - 4.5-5 = 10pts
 - 4-4.4 = 8 pts.
 - 3.5-3.9 = 6 pts.
 - 3.0-3.4 = 4 pts.

- 2.5-2.9 = 2 pts.
4. Client Satisfaction Survey Return Rate
 - i. Materials used for scoring: Client Satisfaction Surveys
 - ii. Scores will be determined based on how many surveys are returned divided by the number of clients served in the program.
 - a. Ex. 50 surveys returned/65 total participants served = 77% return rate
 - 95-100% = 10 pts.
 - 90-94% = 5 pts.
 - 85-85% = 2 pts.
 - >84% = 0 pts.
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5. Application Accuracy
 - i. Materials used for Scoring: agency application
 - ii. Scores for this section will be determined based on the accuracy of the application.
 - Complete, Zero Errors = 5 pts.
 - Complete, 1-3 Errors = 2 pts.
 - Complete, 4+ Errors = 0 pts.
 - Incomplete = Disqualified
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6. CoC Participation
 - i. Materials used for scores: CoC Planning and Consortium Meeting Sign-in Sheets
 - ii. Scores will be determined based on the number of CoC Planning/Consortium Meetings attended by at least 1 representative from an agency.
 - 11-12 CoC Planning/Consortium Meetings Attended = 5 pts.
 - 8-10 CoC Planning/Consortium Meetings Attended = 4 pts.
 - 5-7 CoC Planning/Consortium Meetings Attended = 3 pts.
 - 2-4 CoC Planning/Consortium Meetings Attended = 2 pt.
 - At Least 1 CoC Planning/Consortium Meeting Attended = 1 pt.
 - 0 CoC Planning/Consortium Meetings Attended = 0 pts.