

Title: 4.3 Rank & Review Rating Factors

---

Prepared By: CAFTH

Reviewed By: Governing Council

---

Approved By: Governing Council

Date Reviewed: July 12, 2023

---

### ***Factor 1. Performance Evaluation***

Renewal Project Applications – Components being reviewed, ranked and scored

1) Site Visits: The site visit is conducted by the Lead Agency (CAFTH) and includes a review of: agency documents, program documents, random case file reviews, Homeless Management Information System (HMIS) printouts, recent Line of Credit Control System (LOCCS) draw, audit findings, and physical observation of program operations. If there are areas of significant concern identified during the review, the lead agency may request additional information or documents. The intent of these site visits is not to find fault with agency performance, but to avoid federal audit findings, ensure that performance data is reflected accurately in HMIS, and to identify and make technical assistance available for needs that arise.

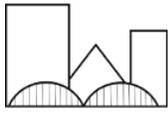
2) Performance Scorecards: The performance scorecard dictates the specific metrics on which renewal program performance will be evaluated. Past performance is taken into consideration when scoring projects to assess how well they were able to meet goals and specific criteria laid out in the grant agreement. The performance scorecard uses data from the most recent Annual Performance Report (APR) accompanied by the closeout letter. Domestic Violence providers who do not enter data into HMIS are required to provide reports from their comparable database with requested data to complete their project's renewal performance scorecards. *First time renewals that have not had a full year of operating and therefore do not have an APR and accompanying closeout letter from the Department of Housing and Urban Development (HUD) will not be penalized. Those projects will receive full points on any items where there is insufficient APR data to judge the project.*

3) Renewal Application Components for Points Scored The following items are taken into consideration:

I. Performance and Outcomes

1. *For Permanent Supportive Housing (PSH):* Permanent Housing Outcomes and Retention (PSH average = 99%) *For Rapid Re-Housing (RRH):* Permanent Housing Outcomes (RRH average = 81%)

Approved July 12, 2023



2. Maintained or Gained Income (PSH average = 47%, RRH average = 21%)
3. *For PSH:* Occupancy (PSH average = 90%); *For RRH:* Households Served who moved into housing (RRH average = 77%)
4. *For PSH:* Cost per unit (PSH average = \$11,619); *For RRH:* Cost per household served (RRH average = \$12,117)

II. Grant Management

5. Monitoring Results
6. Prior Year Grant Amount Spent
7. Client Satisfaction
8. Timeliness of HMIS Data
9. Involvement of People with Lived Experience
10. Agency Participation in Coordinated Entry

III. Bonus points for attending two (2) or more training sessions hosted by Lead Agency

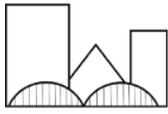
Renewal/Expansion Project Components for Points Scored

Before a renewal project is scored and reviewed by the Rank & Review Committee, it must meet the HUD Eligibility Threshold Requirements laid out in Section III.A and III.B of the FY 2023 Continuum of Care (CoC) Competition Notice of Funding Opportunity (NOFO). Once a project has met the thresholds, it is scored based on the scoring criteria below:



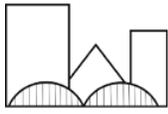
**For Permanent Supportive Housing (PSH):**

<b>I. Performance and Outcomes – 60 points</b>			
<b>Measure</b>	<b>Scoring Scale</b>	<b>Project Performance</b>	<b>Points Awarded</b>
<b>1. Permanent Housing Outcomes and Retention</b> <i>PSH average = 99%</i>	<ul style="list-style-type: none"> <li>15 points – &gt;98% retained housing or exited to permanent housing destinations</li> <li>12 points – 95 - 97%</li> <li>7 points – 90 - 94%</li> <li>0 points – &lt;90%</li> </ul>		
<b>2. Maintained or Gained Income</b> <i>PSH average = 47%</i>	<ul style="list-style-type: none"> <li>15 points – &gt;47% had income</li> <li>12 points – 40 – 46%</li> <li>7 points – 30 – 39%</li> <li>0 points – &lt;30%</li> </ul>		
<b>3. Occupancy</b> <i>PSH average = 90%</i>	<ul style="list-style-type: none"> <li>15 points – &gt;90%</li> <li>12 points – 85-89%</li> <li>7 points – 75-84%</li> <li>0 points – &lt;74%</li> </ul>		
<b>4. Cost per unit</b> <i>PSH average = \$11,619</i>	<ul style="list-style-type: none"> <li>15 points – at or below PSH community average</li> <li>12 points – 1-25% above average</li> <li>7 points – 26-50% above average</li> <li>0 points – &gt;51% above average</li> </ul>		
<b>II. Grant Management – 45 points</b>			
<b>Measure</b>	<b>Scoring Scale</b>	<b>Project Performance</b>	<b>Points Awarded</b>
<b>5. Monitoring Results</b>	<ul style="list-style-type: none"> <li>10 points – 66 points received</li> <li>9 points – 64-65 points received</li> <li>8 points – 62-63 points received</li> <li>7 points – 60-61 points received</li> </ul>		
<b>6. Prior Year Grant Amount Spent</b>	<ul style="list-style-type: none"> <li>10 points – 100% spent</li> <li>7 points – 95 – 99.9% spent</li> <li>5 points – 90 – 94.9% spent</li> <li>0 points – &lt;90% spent</li> </ul>		
<b>7. Client Satisfaction</b>	<ul style="list-style-type: none"> <li>5 points – Client satisfaction rate avg. 4-5 pts</li> <li>0 points – Client satisfaction rate avg 0-3 pts</li> </ul>		
<b>8. Timeliness of HMIS Data</b>	<ul style="list-style-type: none"> <li>5 points – Data captured in 0-3 days</li> <li>3 points – Data captured in 4-10</li> <li>0 points – Data captured in 11+ days</li> </ul>		
<b>9. Involvement of People with Lived Experience</b>	<ul style="list-style-type: none"> <li>5 points – Person with Lived Experience serves on agency board or in decision-making capacity</li> <li>0 points – No person with LE involved</li> </ul>		
<b>10. Agency participation in Coordinated Entry</b>	<ul style="list-style-type: none"> <li>10 points – 100% of clients referred through Coordinated Entry</li> <li>0 points – Less than 100% of clients referred through Coordinated Entry</li> </ul>		
<b>Total Points Awarded (out of 105):</b>			
<b>Bonus points for attending training (5 points):</b> <i>Awarded if agency attended 2 or more training sessions at CAFTH (excluding mandatory HMIS training)</i>			
<b>Final Score:</b>			



**For Rapid Re-Housing (RRH):**

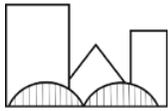
<b>I. Performance and Outcomes – 60 points</b>			
<b>Measure</b>	<b>Scoring Scale</b>	<b>Project Performance</b>	<b>Points Awarded</b>
<b>1. Permanent Housing Outcomes</b> <i>RRH average = 81%</i>	<ul style="list-style-type: none"> <li>● 15 points – &gt;81% exited to permanent housing destinations</li> <li>● 12 points – 77 - 81%</li> <li>● 7 points – 71 - 76%</li> <li>● 0 points – &lt;71%</li> </ul>		
<b>2. Maintained or Gained Income</b> <i>RRH average = 27%</i>	<ul style="list-style-type: none"> <li>● 15 points – &gt;27% of leavers had income</li> <li>● 12 points – 22 – 26%</li> <li>● 7 points – 17 – 21%</li> <li>● 0 points – &lt;17%</li> </ul>		
<b>3. Households Served who moved into housing</b> <i>RRH average = 77%</i>	<ul style="list-style-type: none"> <li>● 15 points – &gt;77% of proposed in application</li> <li>● 12 points – 71-76%</li> <li>● 7 points – 65-70%</li> <li>● 0 points – &lt;65%</li> </ul>		
<b>4. Cost per household served</b> <i>RRH average = \$12,117</i>	<ul style="list-style-type: none"> <li>● 15 points – at or below RRH community average</li> <li>● 12 points – 1-25% above average</li> <li>● 7 points – 25-50% above average</li> <li>● 0 points – &gt;50% above average</li> </ul>		
<b>II. Grant Management – 45 points</b>			
<b>Measure</b>	<b>Scoring Scale</b>	<b>Project Performance</b>	<b>Points Awarded</b>
<b>5. Monitoring Results</b>	<ul style="list-style-type: none"> <li>● 10 points – 66 points received</li> <li>● 9 points – 64-65 points received</li> <li>● 8 points – 62-63 points received</li> <li>● 7 points – 60-61 points received</li> </ul>		
<b>6. Prior Year Grant Amount Spent</b>	<ul style="list-style-type: none"> <li>● 10 points – 100% spent</li> <li>● 7 points – 95 – 99.9% spent</li> <li>● 5 points – 90 – 94.9% spent</li> <li>● 0 points – &lt;90% spent</li> </ul>		
<b>7. Client Satisfaction</b>	<ul style="list-style-type: none"> <li>● 5 points – Client satisfaction rate avg. 4-5 pts</li> <li>● 0 points – Client satisfaction rate avg 0-3 pts</li> </ul>		
<b>8. Timeliness of HMIS Data</b>	<ul style="list-style-type: none"> <li>● 5 points – Data captured in 0-3 days</li> <li>● 3 points – Data captured in 4-10</li> <li>● 0 points – Data captured in 11+ days</li> </ul>		
<b>9. Involvement of People with Lived Experience</b>	<ul style="list-style-type: none"> <li>● 5 points – Person with Lived Experience serves on agency board or in decision-making capacity</li> <li>● 0 points – No person with LE involved</li> </ul>		
<b>10. Agency participation in Coordinated Entry</b>	<ul style="list-style-type: none"> <li>● 10 points – 100% of clients referred through Coordinated Entry</li> <li>● 0 points – Less than 100% of clients referred through Coordinated Entry</li> </ul>		
<b>Total Points Awarded (out of 105):</b>			
<b>Bonus points for attending training (5 points):</b>			
<i>Awarded if agency attended 2 or more training sessions at CAFTH (excluding mandatory HMIS training)</i>			
<b>Final Score:</b>			



**New Project Application Components for Points Scored**

Before a new project is scored and reviewed by the Rank & Review Committee, it must meet the HUD Eligibility Threshold Requirements laid out in Section III.A and III.B of the FY 2023 CoC Competition NOFO and the FY 2023 Memphis/Shelby County CoC New Project Scoring Tool. Once a project has met the thresholds, it is scored based on the scoring criteria below:

<b>I. Agency Experience – 50 points</b>		
<b>Rating Factor</b>	<b>Scoring Scale</b>	<b>Points Awarded</b>
<b>1. Applicant’s description of their experience in effectively utilizing federal funds (2B #1)</b>	<ul style="list-style-type: none"> <li>● 15 points – Very complete description</li> <li>● 12 points – Mostly complete description</li> <li>● 9 points – Somewhat complete description</li> <li>● 0 points – No experience or Incomplete narrative</li> </ul>	
<b>2. Applicant’s description of their experience in performing the activities proposed in the application (2B #1)</b>	<ul style="list-style-type: none"> <li>● 15 points – Very complete description</li> <li>● 12 points – Mostly complete description</li> <li>● 9 points – Somewhat complete description</li> <li>● 0 points – No experience or Incomplete narrative</li> </ul>	
<b>3. Applicant’s description of their experience in leveraging Federal, State, local and private sector funds (2B #2)</b>	<ul style="list-style-type: none"> <li>● 10 points – Very complete description</li> <li>● 7 points – Mostly complete description</li> <li>● 5 points – Somewhat complete description</li> <li>● 0 points – No experience or Incomplete narrative</li> </ul>	
<b>4. Applicant’s description of their financial management structure for organization (2B #3)</b>	<ul style="list-style-type: none"> <li>● 10 points – Very complete description</li> <li>● 7 points – Mostly complete description</li> <li>● 5 points – Somewhat complete description</li> <li>● 0 points – No experience or Incomplete narrative</li> </ul>	
<b>II. Proposed Project – 50 points</b>		
<b>Rating Factor</b>	<b>Scoring Scale</b>	<b>Points Awarded</b>
<b>5. Project Scope (3B #1)</b>	The type of housing proposed, including the number and configuration of units, will fit the needs of the program participants (e.g., two or more bedrooms for families). <b>Scored by Rank &amp; Review Committee – 10 points max</b>	
<b>6. Supportive Services (4A #3-6)</b>	The type of supportive services that will be offered to program participants will ensure successful retention in or help to obtain permanent housing, including all supportive services regardless of funding source. <b>Scored by Rank &amp; Review Committee – 10 points max</b>	
<b>7. Mainstream Benefits (4A #2)</b>	The proposed project has a specific plan for ensuring program participants will be individually assisted to obtain the benefits of mainstream health, social, and employment programs for which they are eligible to apply meets the needs of program participants (e.g., Medicare, Medicaid, SSI, Food Stamps, local Workforce office, early childhood education). <b>Scored by Rank &amp; Review Committee – 10 points max</b>	
<b>4. Housing Retention (4A #1)</b>	Program participants are assisted to obtain and remain in permanent housing in a manner that fits their needs (e.g., provides the participant with some type of transportation to access needed services, safety planning, case management, additional assistance to ensure retention of permanent housing). <b>Scored by Rank &amp; Review Committee – 10 points max</b>	
<b>9. Cost per unit/household</b> <i>Project average:</i> PSH = \$11,619 RRH/Joint = \$12,117	<ul style="list-style-type: none"> <li>● 10 points – at or below project type community average</li> <li>● 7 points – 1-25% above average</li> <li>● 5 points – 26-50% above average</li> <li>● 0 points – &gt;51% above average</li> </ul>	
<b>Total Points Awarded (out of 100):</b>		



**Domestic Violence (DV) Bonus New Project Application Components for Points**

Before a new project is scored and reviewed by the Rank & Review Committee, it must meet the HUD Eligibility Threshold Requirements laid out in Section V.C.4.b. of the FY 2023 CoC Competition NOFO and the FY 2022 Memphis/Shelby County CoC New Project Scoring Tool. Once a project has met the thresholds, it is scored based on the scoring criteria below:

<b>I. Agency Experience – 60 points</b>		
<b>Rating Factor</b>	<b>Scoring Scale</b>	<b>Points Awarded</b>
<b>1. Applicant’s rate of housing placement and retention of DV survivors</b> <i>DV Bonus Supplemental Questions #1a-1d</i>	Scored by Rank & Review Committee – 10 points max	
<b>2. Applicant’s experience providing housing to DV survivors</b> <i>DV Bonus Supplemental Questions #2a-2d</i>	Scored by Rank & Review Committee – 10 points max	
<b>3. Applicant’s experience ensuring DV survivor safety</b> <i>DV Bonus Supplemental Questions #3a-3f</i>	Scored by Rank & Review Committee – 10 points max	
<b>4. Applicant’s experience evaluating ability to ensure DV survivor safety</b> <i>DV Bonus Supplemental Questions #4a</i>	Scored by Rank & Review Committee – 10 points max	
<b>5. Applicant’s experience in using trauma-informed, victim-centered approaches</b> <i>DV Bonus Supplemental Questions #5a-5g</i>	Scored by Rank & Review Committee – 10 points max	
<b>6. Applicant’s experience meeting service needs of DV survivors</b> <i>DV Bonus Supplemental Questions #6a-6b</i>	Scored by Rank & Review Committee – 10 points max	
<b>II. Proposed Project – 40 points</b>		
<b>Rating Factor</b>	<b>Scoring Scale</b>	<b>Points Awarded</b>
<b>7. New project implementation of trauma-informed, victim-centered approaches</b> <i>DV Bonus Supplemental Questions #7a-7g</i>	Scored by Rank & Review Committee – 40 points max	
<b>Total Points Awarded (out of 100):</b>		

**III. Will the proposed project use the HMIS comparable database with domestic violence / victim service providers to collect required data elements for reporting deidentified information to the CoC?**

Yes                      No



### ***Factor 2. Strategic Resource Allocation***

This factor is used to determine if the CoC is making the best use of limited resources. After *Performance Evaluation* has been conducted, the Rank and Review Committee will consider the strategic allocation of resources. Some factors to determine if resources are being allocated to the highest level include but are not limited to:

- Determining if all populations are served based on the needs of the community,
- Cost of the project, and
- Using a Housing First Approach to lower barriers to entry.

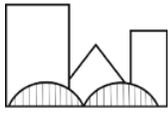
### ***Factor 3. Community Impact***

After reviewing the program evaluation and strategic reallocation of resources, each project will be assessed for its impact on the community's ability to end homelessness in all priority populations. This factor is used to answer the question: What would the impact be on the community if this project does not receive funds? This includes:

- Projects that effectively serve a greater number of persons,
- Projects that provide housing and services unavailable elsewhere for the population served, and
- Projects that are critical to the operations of the CoC as outlined in the HEARTH Act:
  - HMIS
  - Coordinated Entry

The **Youth Homelessness Demonstration Program (YHDP)** awarded projects will not follow the CoC outlined rank and review process for the first year of renewal (FY2024), but instead will have an automatic renewal for 1-year grants. The agencies previously awarded in FY 2023 will undergo a review process but will not be ranked in accordance with CoC rank and review policies and procedures. The YHDP project review process is as follows:

1. Project Review: The Lead Agency (CAFTH) will conduct site visits for agencies seeking renewal. Project reviews will evaluate the project's performance during its first year of operation (FY23) of the initial 2 year demonstration grant. This will include a review of agency documents, program documents, random case file reviews, Homeless Management Information System (HMIS) printouts, recent Line of Credit Control System (LOCCS) draw, audit findings, and physical



observation of program operations. If there are areas of significant concern identified during the review, the lead agency may request additional information or documents.

2. Performance Scorecards: The performance scorecard for YHDP agencies dictate the specific metrics on which renewal program performance will be evaluated. For the FY2024 review, YHDP agencies will be scored on:
  - a. Performance Outcomes: The performance scorecard uses data from the most recent Quarterly Performance Report (QPR).
  - b. Grant Management: This will include Review results, Client satisfaction surveys and QPR timeliness.
  - c. YHDP required training attendance: If all YHDP required training sessions were attended by a member of the agency.

The intent of this review is not to find fault with agency performance, but to avoid federal audit findings, ensure that performance data is reflected accurately in HMIS, and to identify and make technical assistance available for needs that arise. Future scorecard breakdowns will be informed by the standards set in the YHDP Continuous Quality Improvement (CQI) Committee and approved by the CoC Governing Council.