



**Tampa Hillsborough Homeless Initiative (THHI)
Continuum of Care Lead Agency
2017 Universal Request For Proposals (RFP)
FY2017 HUD-CoC Program Competition – Addendum #1**

**FL-501: Performance Scorecard Instructions
Friday July 28, 2017**

As stated in the Tampa/Hillsborough County CoC's FY 16 CoC Program Competition Local Process addendum, beginning in 2017, the project Performance Scorecard will be completed for each renewal project utilizing the date range of **October 1 to September 30**. This is directly related to HUD's CoC's System Performance Measurements, which is based only on data entered into the CoC's HMIS system, as a key scoring criteria for the CoC's Program Competition Application submission.

For the FY17 CoC Program Competition, 25 percent of the Application scoring is based on the CoC's System Performance Measurements based on data from October 1, 2015 to September 30, 2016. As all projects in the CoC contribute data to the System Performance Measurements via their HMIS data entry for their individual projects, using the same date range aligns the evaluation of a project's performance to the data submitted to HUD that HUD will be using to score the overall CoC Application. The overall score of the CoC Application is directly related to how much funding HUD awards to a CoC including funding of Tier 2 and new projects.

Project Performance ScoreCard Overview

The Project Performance ScoreCard is divided into six (6) sections with a maximum number of points of 126, based on the following sections and maximum points per section as listed below:

- A. Project Performance – Maximum Points = 67
- B. Coordinated Entry Participation – Maximum Points = 6
- C. Project Populations– Maximum Points =11
- D. Data Quality – Maximum Points = 23
- E. Overall Grant Management– Maximum Points = 16
- F. CoC Participation – Maximum Points = 3

In the sections below, the following is listed for each of the items contained on the Project Performance ScoreCard:

- A. The Performance Measurement
- B. Rationale For Measurement

- C. Data Source and How Calculated for each measurement
- D. The Performance Point Scale for Scoring

What You Need to Complete the Project Performance ScoreCard

You will need the following documents to complete the Performance Scorecard:

- 1) These instructions which provide the detail of each project performance measurement and scoring range that will be scored including project performance outcomes, project populations served, data quality, Coordinated Entry compliance, overall grant management and CoC participation.
- 2) The 2017 Performance Score Card (excel version)
- 3) The Canned CoC APR printed from UNITY with the date range of **10/1/2015 to 9/30/2016** (all references to the CoC APR refer to the Canned CoC APR)
- 4) The FL-501 Tampa/Hillsborough County 2017 Housing Inventory Chart (HIC) related to CoC Renewal Projects only (attachment to 2017 Universal RFP CoC Addendum)
- 5) The “BASIC Entry Exit Report with Interim - NOFA 2017 Final” report from UNITY. This report will allow you to see all entries that occurred on or after 10/01/2015 and on/before 9/30/2016, as well as the VI-SPDAT Score associated with these entries. This report with the above date range only pulls new/returning entries in the time frame of the report range. It will also provide a count of how many clients had a VI-SPDAT Score at Entry and an average VI-SPDAT score for all clients served.
- 6) Housing First/Low Barrier Questionnaire – Completed
- 7) A printout from the project’s eLOCCS account of the General, Budget and Vouchers tab for the most recently ended grant term. (*See Instructions for Finding Project’s eLOCCS Information Guide*). Most recently ended grant term is defined as the grant term in which APR and final eLOCCS draw timeframe has passed.
- 8) Copies of the match documentation submitted to HUD for your most recently ended grant term

In an effort to make calculating the Performance ScoreCard data to determine scoring numbers as easy as possible, THHI has developed and will provide the Performance ScoreCard in an Excel format which will allow for projects to enter the numbers from the APR and other reports into the ScoreCard to auto-calculate the resulting performance for that data measurement. The scoring range for each measurement is indicated in these instructions (below) and are to be used in the applicant’s and reviewer’s scoring processes.

Project Performance ScoreCard Detail and Scoring (points) Ranges

A. Project Performance			
Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
<p>Housing Stability: % of persons who remained in the PH project as of the end of the operating year or exited to a positive housing destination.</p>	<p>This is a standard HUD Measurement for Project Performance and System Performance</p>	<p><u>Source:</u> CoC APR - 5a/23a/23b:</p> <p><u>Calc:</u> Add “Total persons exiting to positive housing destinations” From sections 23a and 23b to “Number of Stayers” from section 5a. Divide this number by Line 8 From 5a</p>	<p>90% + = 10 pts 80% - 89% = 8 pts 75% - 79% = 5 pts < 75% = 0 pts</p>
<p>Income Total: % of persons age 18 and older who <u>maintained or increased</u> their <u>total income</u> (from all sources) as of the end of the operating year or project exit.</p>	<p>This is a standard HUD Measurement for Project Performance and System Performance</p>	<p><u>Source:</u> CoC APR - 19a3:</p> <p><u>Calc:</u> See percentage in Row “Number of Adults with Any Income (i.e., Total Income)” and Column “Performance Measure: Percent of Persons who Accomplished this Measure”</p>	<p>70% + = 7 pts 60% - 69% = 6 pts 50% - 59% = 5 pts 40% - 49% = 4 pts 30% - 39% = 3 pts 20% - 29% = 2 pts 10% - 19% = 1 pt < 9% = 0 pts</p>
<p>Income - Earned: % of persons age 18 through 61 who <u>maintained or increased</u> their <u>earned income</u> as of the end of the operating year or project exit.</p>	<p>This is a standard HUD Measurement for Project Performance and System Performance</p>	<p><u>Source:</u> CoC APR - 19a3:</p> <p><u>Calc:</u> See percentage in Row “Number of Adults with Earned Income (i.e., Employment Income)” and Column “Performance Measure: Percent of Persons who Accomplished this Measure”</p>	<p>50% + = 5 pts 36% - 49% = 4 ts 24% - 35% = 3 pts 16% - 23% = 2 pts 8% - 15% = 1 pt < 7% = 0 points</p>
<p>Entered From: % of Participants admitted directly from the street or other locations not meant for human habitation, Safe Haven or Emergency Shelters.</p>	<p>HUD emphasizes the Housing First philosophy and require both PSH and RRH to assist persons directly from the street, emergency shelter or Safe Haven as a best practice to reducing a person’s length of time homeless</p>	<p><u>Source:</u> CoC APR – 15/5a:</p> <p><u>Calc:</u> From the “Homeless Situations” Column, add numbers for “Emergency shelter”, “Place not meant for human habitation” and “Safe Haven.” Divide by “Number of Adults (age 18 or over)” listed in 5a.</p>	<p><u>IF PSH Project</u></p> <p>50% + = 5 pts 40% - 49% = 3 pts 30% - 39% = 2 pts < 29% = 0 pts</p> <p><u>IF RRH Project</u></p> <p>75% + = 5 pts 65% - 74% = 3 pts 50% - 64% = 2 pts < 49% = 0 pts</p>

A. Project Performance - Continued

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
<p>Exits to Homelessness: Less than 5% of program exits will be to another homeless destination</p>	<p>Homeless Assistance Project’s goal is to end a participant’s homelessness, therefore few participants should exit these programs to another homeless situation; aligns with HUD’s system performance measurement related to returns to homelessness</p>	<p><u>Source:</u> CoC APR - 23a, 23b, 5a: <u>Calc:</u> Add the numbers from “Emergency shelter, including hotel or motel paid for with emergency shelter voucher”, “Transitional housing for homeless persons (including homeless youth)”, “Place not meant for human habitation”, and “Safe Haven” from Sections 23a and 23b. Divide by “Number of Leavers” from Section 5a.</p>	<p>5% or less = 5 pts 6% - 10% = 3 pts 11% - 24% = 2 pts > 25% = 0 pts</p>
<p>Non cash Benefits - Annual</p>	<p>It is expected that projects help clients obtain and maintain benefits as a way of maintaining positive housing outcomes.</p>	<p><u>Source:</u> Canned CoC APR – 20b, 5a: <u>Calc:</u> See Number in Row “1 + Sources” and Column “Benefit at Latest Annual Assessment for Stayers” from 20b. Divide by Line 16 from Section 5a.</p>	<p>85% + = 3 pts 50% – 84% = 1 pt <50% = 0 pts</p>
<p>Non-cash Benefits - Exit</p>	<p>It is expected that projects help clients obtain and maintain benefits as a way of maintaining positive housing outcomes.</p>	<p><u>Source:</u> Canned CoC APR – 20b, 5a: <u>Calc:</u> See Number in Row “1 + Sources” and Column “Benefit at Exit for Leavers.” Divide by Line 7 from Section 5a.</p>	<p>85% + = 3 pts 50% – 84% = 1 pt <50% = 0 pts</p>
<p>Utilization Rate: On the night of the 2017 PIT Count % of utilization</p>	<p>High utilization rate indicates a project is efficient and effective in ensuring open beds are filled quickly and timely.</p>	<p><u>Source and Calc:</u> Locate program on the FL-501 2017 Housing Inventory Chart List for CoC Projects that was submitted to and accepted by HUD (attachment) and enter the utilization rate indicated for the program</p>	<p>90%+ = 5 pts 80%-89% = 4 pts 70%-79% = 3 pts 60%-69% = 2 pts 50%-59% = 1 pt < 50% = 0 pts</p>
<p>Housing First/Low Barrier: To What Extent is the project Housing First/Low Barrier?</p>	<p>HUD has expressly stated that programs need to follow a housing first/low barrier philosophy.</p>	<p><u>Source and Calc:</u> Completed Housing First/Low Barrier Questionnaire – Verify the score on the Questionnaire is correct based on the answers and enter the total score (max 24 points)</p>	<p>Maximum of 24 pts.</p>

B. Coordinated Entry

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
% of Entries with VI-SPDAT Scores	HUD has stated that CoCs should be using an empirical process by which they rank people based on need. The VI-SPDAT is the tool our CoC has chosen for this task.	<p><u>Source:</u> BASIC Entry Exit Report with Interim - NOFA 2017 Final</p> <p><u>Calc:</u> % as calculated on the form, which is auto-calculated (Divide number of entries with a VI-SPDAT score by total number of entries)</p>	<p>100% = 3 pts 90%-99% = 2 pts 80%-89% = 1 pt 79% or less = 0 pts</p>
Average VI-SPDAT Score	HUD has stated that CoCs should be using an empirical process by which they rank people based on need. The VI-SPDAT is the tool our CoC has chosen for this task.	<p><u>Source:</u> BASIC Entry Exit Report with Interim - NOFA 2017 Final</p> <p><u>Calc:</u> Average as indicated on the report, which is auto-calculated by Adding all VI-SPDAT Values, divided by total number of project entries with the report's timeframe)</p>	<p><u>IF PSH Project</u></p> <p>> 13.00 = 3 pts 11.00 - 12.99 = 2pts 10.00 - 10.99 = 1 pt < 9.99 = 0 pts</p> <p><u>IF RRH Project</u></p> <p>> 8.50 = 3 pts 6.50 - 8.49 = 2pts 05.00 - 6.49 = 1 pt < 4.99 = 0 pts</p>

C. Project Populations

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
% of Chronically Homeless Persons Served	Effectively ending Chronic homelessness is a federal and local goal; and are the identified 'hardest to serve' 2018	<u>Source:</u> CoC APR 5a: <u>Calc:</u> Divide Line 11 by Line 1 of Section 5a.	> 50% = 1 pts 26% - 49% = 0.5 pts < 25% = 0 pts
% of Veterans Served	Effectively ending Veteran homelessness is a federal and local goal by 2017	<u>Source:</u> CoC APR 5a: <u>Calc:</u> Divide Line 10 by Line 2 of Section 5a.	> 50% = 1 pts 26% - 49% = 0.5 pts < 25% = 0 pts
% Youth Under the Age of 25 Served (aka UAY)	Effectively ending UAY homelessness is a federal and local goal by 2020	<u>Source:</u> CoC APR 5a: <u>Calc:</u> Divide Line 12 by Line 2 of Section 5a.	> 50% = 1 pts 26% - 49% = 0.5 pts < 25% = 0 pts
% Parenting Youth Under the Age of 25 with Children Served	Parenting youth is a sub-population of UAY as well as families with children	<u>Source:</u> CoC APR 5a: <u>Calc:</u> Divide Line 13 by Line 2 of Section 5a.	> 50% = 1 pts 26% - 49% = 0.5 pts < 25% = 0 pts
% Persons Fleeing Domestic Violence	Persons actively fleeing domestic violence are a population of concern in HUD and local goals	<u>Source:</u> CoC APR 14b, 5a: <u>Calc:</u> Divide Total "Yes" in section 14b by Line 1 of Section 5a.	> 50% = 1 pts 26% - 49% = 0.5 pts < 25% = 0 pts
Participants are "hard to serve" as defined by no income at entry.	Participants with no income at entry are considered harder to serve than those with income at program entry.	<u>Source:</u> CoC APR – 18: <u>Calc:</u> Take " Adults with no Income " from the " Number of Adults at Entry " Column and divide it by Line 2 of Section 5a.	50% + = 2.5 pts < 50% = 0 pts
Participants are "hard to serve" as defined by 2 or more physical/mental health conditions at entry.	Participants with multiple physical/mental health conditions at entry are considered harder to serve than those with no or 1 conditions at program entry.	<u>Source:</u> CoC APR - 13a2: <u>Calc:</u> In the "Total Persons" column the number in "2 conditions" and "3+ Conditions." Divide by "Total Persons" as listed in Section 13a2.	50% + = 2.5 pts < 50% = 0 pts

D. HMIS Data Quality

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
Project's Data Quality: Personally Identifiable Information	HUD is utilizing HMIS data for community reporting (AHAR, Sys. Performance Measures, CAPER, Project Performance), a project's Data Completeness, accuracy, and timeliness impacts the overall community data/reporting on progress.	<p><u>Source:</u> CoC-APR Report - 6a</p> <p><u>Calc:</u> Enter "Overall Score" from 6a.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Universal Data Elements: Veteran Status	Same as above.	<p><u>Source:</u> CoC-APR Report – 6b</p> <p><u>Calc:</u> Enter "% of Error Rate" for "Veteran Status (3.7)" from 6b.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Universal Data Elements: Project Entry Date	Same as above.	<p><u>Source:</u> CoC-APR Report – 6b</p> <p><u>Calc:</u> Enter "% of Error Rate" for "Project Entry Date (3.10)" from 6b.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Universal Data Elements: Relationship to Head of Household	Same as above.	<p><u>Source:</u> CoC-APR Report – 6b</p> <p><u>Calc:</u> Enter "% of Error Rate" for "Relationship to Head of Household (3.15)" from 6b.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Universal Data Elements: Disabling Condition	Same as above.	<p><u>Source:</u> CoC-APR Report – 6b</p> <p><u>Calc:</u> Enter "% of Error Rate" for "Disabling Condition (3.8)" from 6b.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Destination	Same as above.	<p><u>Source:</u> CoC-APR Report - 6c</p> <p><u>Calc:</u> Enter "% of Error rate" for "Destination (3.12)" from 6c.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>

D. HMIS Data Quality - CONTINUED

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
Project's Data Quality: Income at Entry	Same as above.	<p><u>Source:</u> CoC-APR Report - 6c</p> <p><u>Calc:</u> Enter the % from the "Percent of Error Rate" column for the "Income at Entry" line.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Income at Annual Assessment	Same as above.	<p><u>Source:</u> CoC-APR Report - 6c</p> <p><u>Calc:</u> Enter "% of Error rate" for "Income and Sources (4.2) at Annual Assessment" from 6c.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Income at Exit	Same as above.	<p><u>Source:</u> CoC-APR Report - 6c</p> <p><u>Calc:</u> Enter "% of Error rate" for "Income and Sources (4.2) at Entry" from 6c.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Chronic Homelessness	Same as above.	<p><u>Source:</u> CoC-APR Report - 6d</p> <p><u>Calc:</u> Enter "% of records unable to calculate" from the "Total" Row from 6d.</p>	<p>0% = 2 pts 1% - 3% = 1 pts 4% - 10% = 0.5 pts 11% or > = 0 pts</p>
Project's Data Quality: Timeliness	CoC standards state data must be entered within 24 hours of being collected.	<p><u>Source:</u> CoC-APR Report – 6e</p> <p><u>Calc:</u> Enter all table values for Table 6e directly into Excel Scorecard. Scorecard will auto-calculate by adding all entries in the "0 days" row and dividing it by the total number of entries.</p>	<p>> 90% = 3 pts 70%-89% = 2 pts 50%-69% = 0.5 pt < 49% = 0 pts</p>

E. Overall Grant Management

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
In the project's most recently ended grant year, what percentage of awarded funds were expended and drawn down from HUD?	Project's not utilizing all of their awarded funds are leaving valuable resources unused; and not effectively using the resources available for their project.	<p><u>Source:</u> Project eLOCCS Printout – Budget Tab</p> <p><u>Calc:</u> Divide the amount of funding expended by the total award amount</p>	<p>90% + =5 pts 85-89%=4 pts 80-84%=3 pts 75-79%=2 pts 70-74%=1 pt < 70%=0 pts</p>
Percent of CoC project funding expended by the agency's during their most recently ended grant year that was used for housing vs. supportive services.	HUD looks to maximize HUD funds for housing and use of match from other sources to provide supportive services to maximize clients served	<p><u>Source:</u> Project eLOCCS Printout – Budget Tab</p> <p><u>Calc:</u> <i>For RRH, TBRA PSH projects</i> - divide the amount of rental assistance or leasing disbursed by the total amount disbursed</p> <p><i>For Project-based PSH</i> – divide the amount of operating disbursed by the total amount disbursed</p>	<p>80-100% = 5 pts 70-79% = 3 pts 60-69% = 1 pt below 60%=0 pts</p>
Did the project draw down funds from eLOCCS at least quarterly during the most recently ended grant term?	Timeliness of drawdowns is specifically stated in HUD FY17 CoC Program Comp. NOFA; defined as at least quarterly.	<p><u>Source:</u> Project eLOCCS Printout – Voucher Tab listing each time the project drew down funds.</p> <p><u>Calc:</u> Based on the project's grant term, was a draw down completed at least once every quarter</p>	<p>Yes = 1 pt No = 0 pts</p>
Did the project have the match required per CoC regulations (at least 25% or 0.25:1)?	Provision of Project Match is required by HUD and lack of required match is a compliance issue.	Source: Match Documentation Letters for most recently ended grant term	<p>1:1 = 3 pts 0.5:1 = 2 pts 0.25:1 = 1 pt</p>
Did the agency have any identified deficiencies or findings in their agency's most recently audited financial statement	HUD expects agencies to follow program / regulations and have adequate internal controls. Findings, Questioned Costs, or deficiencies in internal control indicate need to strengthen related processes.	<p>Source: Agency's most recently Audited Financial Statement</p> <p>Calc: Using the applicant's most recent audit report and auditor's management letter, enter the number of Findings, Questioned Costs, or deficiencies in internal control.</p>	<p>No deficiencies = 2 pts.</p> <p>Technical/Corrected = 1.5 pts.</p> <p>1 unresolved finding = 1 pt.</p> <p>2+ unresolved findings = 0 pt.</p>

F. CoC Participation

Performance Measurement	Rationale For Measurement	Data Source and How Calculated	Performance Point Scale
<p>Applicant is an “Active” Member of the Continuum of Care as defined in the Tampa/Hillsborough County CoC Governance Charter.</p>	<p>HUD expects that all CoC-funded projects actively participate within the CoC</p>	<p><u>Source:</u> THHI provided Membership Attendance Record for the past 12 months (July 2016 to June 2017)</p> <p><u>Calc:</u> Enter Yes if project applicant is listed as having attended 80% more of the CoC monthly meetings</p>	<p>Yes = 1 pt</p> <p>No = 0 pts</p>
<p>Applicant has at least 1 staff member <u>regularly</u> participating on at least 1 of the CoC Committees</p>	<p>HUD expects that all CoC-funded projects actively participate within the CoC</p>	<p><u>Source:</u> THHI provided CoC Committee Attendance tracking for the past 12 months (July 2016 to June 2017)</p> <p><u>Calc:</u> Enter Yes if project applicant is listed as having staff participating on any of the CoC Committees</p>	<p>Yes = 1 pt</p> <p>No = 0 pt.</p>
<p>Applicant agency has a leadership role in the Tampa/Hillsborough County CoC as evidence by at least 1 of the agency’s paid staff serving as chair or co-chair of a CoC Committee.</p>	<p>HUD expects that all CoC-funded projects actively participate within the CoC</p>	<p><u>Source:</u> THHI provided CoC Committee Attendance tracking for the past 12 months (July 2016 to June 2017)</p> <p><u>Calc:</u> Enter Yes if project applicant is listed as having staff member that chairs or co-chairs a CoC Committees</p>	<p>Applicant Staff Member Chairs or Co-Chairs a Committee = 1 pt</p> <p>Applicant Staff member does NOT Chair or Co-Chair a committee = 0 pts</p>