



2025 CT BOS Renewal Evaluation Process Provider Instructions

Following is important information about the 2025 CT BOS renewal evaluation process. Each year, CT BOS evaluates over 100 renewal projects reviewing performance data from HMIS, spending information from SAGE, and consumer survey results. Please take a moment to review the instructions and deadlines below. Please reach out to us with any questions: ctboscoc@gmail.com.

2025 RENEWAL EVALUATION WEBINAR & RENEWAL EVALUATION DATABASE (RED) LAUNCH

- CT BOS uses RED to evaluate projects. Providers will need to log into RED to see your scores, request scoring changes, and submit Corrective Action Plans.
- For more information about the 2025 renewal evaluation process and how to use RED, please join:
 - **12/11 10:30am to noon – RED Webinar** with Nutmeg & HI
 - RED will open for 2025 following the webinar

We strongly encourage each CT BOS recipient/subrecipient agency to send at least one representative to this live webinar. It will also be recorded and posted to the [CT BOS Renewal Evaluation Webpage](#).

2025 RENEWAL EVALUATION CRITERIA

Use the following link to review the [CT BOS 2025 Renewal Evaluation Criteria](#). These are the performance standards CT BOS uses to evaluate your projects.

UPCOMING DEADLINES AND KEY DATES

- **11/14/24:** Deadline to review the 2025 Renewal Evaluation Project List (see details below)
- **12/11/24:** Renewal Evaluation Launch Webinar & RED opens!
- **12/31/24:** Deadline to submit DMHAS surveys to DMHAS (see details below)
- **1/15/25** Deadline to:
 - Submit CT BOS consumer surveys to CT BOS (see details below)
 - Complete the initial submission process in RED (i.e., complete grant assessment review and refresh data)
 - Submit [support](#) requests to let us know that you need help or you think something in RED is incorrect.
- **2/19/25:** Deadline for providers to make data changes and refresh data in RED

Please avoid a scoring penalty by adhering to these deadlines.

Stay tuned for more information on these items:

- Approximately February 2025 –Renewal Evaluation Reports that include all spending and consumer survey scores will be available. Providers will be notified



when reports are available and will be able to submit score change requests in RED. Score change requests can be made, for example if you believe that RED incorrectly calculated a result, or Housing Innovations (HI) made a data entry error on spending or the number of consumer surveys submitted.

- Spring 2025 – HI will work with providers to resolve any concerns about scores. The Grievance Committee will meet to determine score changes for any change requests that have not already been resolved. Once scores are final, the threshold for Corrective Action will be established, and projects that scored below that threshold will be notified that they are required to submit a Corrective Action Plan.

2025 RENEWAL EVALUATION PROJECT LIST

Please review the [CT BOS 2025 Renewal Evaluation Project List](#). Submit a [support](#) request from the RED support tab to let us know about any corrections by **no later than 11/14/24**. Only projects listed in this document will be evaluated this year. To ensure your projects appear correctly in RED, please ensure that no projects initially funded in the 2022 CoC competition or before are missing and that the Lead Agency and HMIS IDs are correct.

EVALUATION PERIOD & DATA QUALITY

Please ensure all data in HMIS or the DV Comparable Database are current and accurate. These data are used by CT BOS for Renewal Evaluation and by HUD for your Annual Progress Report and Systems Performance Measures. The data impact both how your project will be ranked in upcoming CoC Competitions and how much CoC funding CT BOS will receive as a whole. Projects with a consistent pattern of poor performance risk losing funding.

- Projects will be evaluated on outcomes for the period 10/1/23-9/30/24.
- Even before RED opens each year, you can go into HMIS or the DV comparable database and review your data. For example, at any point, you can:
 - Run an APR report for the renewal evaluation time period (10/1/23-9/30/24) and make sure you have the correct number of people in your program, check exit destinations and ensure benefits and income are accurate.
 - Make sure you have completed the most recent annual assessment for each program participant.
- In some cases, HMIS data quality issues may not be evident in the APR, but they can still impact your results in RED. If your results in RED are different than what you expect based on your APR, it's likely due to one of these data quality problems:
 - Incomplete or Missing Annual/Exit Assessments
 - Duplicate Assessments with the same start date or in the same annual report date range
- You can use the [HMIS Data Quality Alert Dashboard](#) (DQAD) to identify many data quality issues.



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- Please be sure to correct any data quality problems that might be impacting your RED results by no later than **2/19/25**. If you need help fixing data quality problems, use the link on the RED support tab for the [CoC Renewal Evaluation Help Desk](#) to submit a ticket to Nutmeg.
- **PLEASE REMEMBER** that whenever you make a data change in HMIS those changes won't be reflected in RED until you refresh the data in RED.
- Projects will be evaluated on spending based on the most recent complete grant operating year as reflected in SAGE as of 1/31/25. Grants that have ended by that date, have APRs due to HUD subsequent to that date, and wish to have more recent spending data reflected on their Renewal Evaluation may submit APRs in SAGE early. When RED initially opens, grants that end by 12/11/24 that have not yet submitted an APR will see a score of "0" in spending. HI will update this data periodically to reflect newly available spending information in SAGE. All spending data for the 2025 Renewal Evaluation will be entered into RED by February.

PARTICIPANT SATISFACTION SURVEYS:

CT BOS Surveys were initially made available on 5/29/24. Follow the instructions below to submit surveys that you may have been collecting since that time. Please note that until HI enters data about the surveys you submit, RED will show that you have submitted zero surveys. HI will complete all survey data entry by no later than 2/19/25.

CT BOS and DMHAS Participant Satisfaction Surveys:

1. Participants may complete CT BOS surveys two ways: Either by completing the survey form manually using these forms: [2025 BOS Participant Survey - English](#) & [2025 BOS Participant Survey - Spanish](#) or electronically via Survey Monkey. Please ensure that participants do not complete the survey more than once.
2. If your agency participates in the DMHAS consumer survey process, you may use DMHAS surveys instead of CT BOS surveys. DMHAS will send survey data directly to CT BOS. Providers should not submit DMHAS surveys to CT BOS. CT BOS will obtain survey data directly from DMHAS. If you are a DMHAS provider but would prefer to use CT BOS Participant Surveys, please let us know by submitting a [support](#) request from the RED support tab. DMHAS providers may continue to submit consumer satisfaction surveys to DMHAS through the **12/31/24** due date. For more information about the DMHAS survey process see: [DMHAS Annual Consumer Satisfaction Survey Webpage](#)

Paper Surveys: PLEASE NOTE: Submissions that do not follow these instructions will not be considered, and agencies will not get credit for the submission of these surveys.

1. If you are distributing paper surveys, **PLEASE ADD YOUR GRANT NUMBERS** on each CT BOS survey prior to distributing them to consumers.
2. There are two different ways to submit paper surveys:
 - **METHOD 1:** Scan surveys into a separate file for each of your projects and upload surveys for each project via Zengine, the CT BOS grant management database, indicating the



document type as “RE – Consumer Surveys.” Instructions: [Zengine Document Submission Instructions](#)

****Be sure to upload surveys for a single project in a single file and do not combine surveys for multiple projects in the same file.****

METHOD 2: Staff at your agency can enter the survey responses directly into Survey Monkey, using the **grant number and corresponding program-specific link** provided in the consumer survey document that was e-mailed to providers.

Electronic Surveys:

1. Program participants can also complete the participant surveys directly on-line by using the links that were shared with providers via e-mail. The links are also on the RED Renewal Evaluation Process page under Resources.
2. Please share **ONLY** the link that corresponds to your agency and specific project with consumers at your program. This link will take people to the survey for your project and will have information such as project name and grant number already filled in. **To ensure your project receives credit for all surveys completed on-line, it is critical that you share the correct link.**
3. English surveys are already set up for each project in Survey Monkey. Submit a [support](#) request from the RED support tab to request a Survey Monkey link for Spanish surveys.

YHDP Projects

YHDP projects will use the same surveys and process as other CT BOS providers. See the instructions outlined above.

UPDATING CONTACTS IN ZENGINE

CTBOS uses Zengine, an on-line grants management database, to keep our grant contact list current. It is essential that the information in each agency's Zengine contact profile is up-to-date so that the appropriate people will receive key communications and to ensure that all agencies have access to RED as necessary.

Please log into Zengine ([Zengine log-in](#)), review your profile ensuring it is up-to-date and be sure click "Save". Reviewing and/or updating your Zengine profile is a requirement for the Renewal Evaluation process. Not doing so at least two times/year may result in scoring penalties. If you are new to Zengine, you can find more information on the [CT BOS Zengine Page](#).

HOW TO GET HELP

- Submit [support](#) requests from the RED support tab to let us know that you need help using RED or you think something in RED is incorrect.
- For questions related to the DV Comparable database, please contact Joanne Vitarelli: jvitarelli@ctcadv.org
- For help fixing HMIS data quality problems use the link on the RED support tab for the [CoC Renewal Evaluation Help Desk](#) to submit a ticket.