



# 2025 Renewal Evaluations

CT Balance of State (CTBOS) Continuum of Care

December 11, 2024

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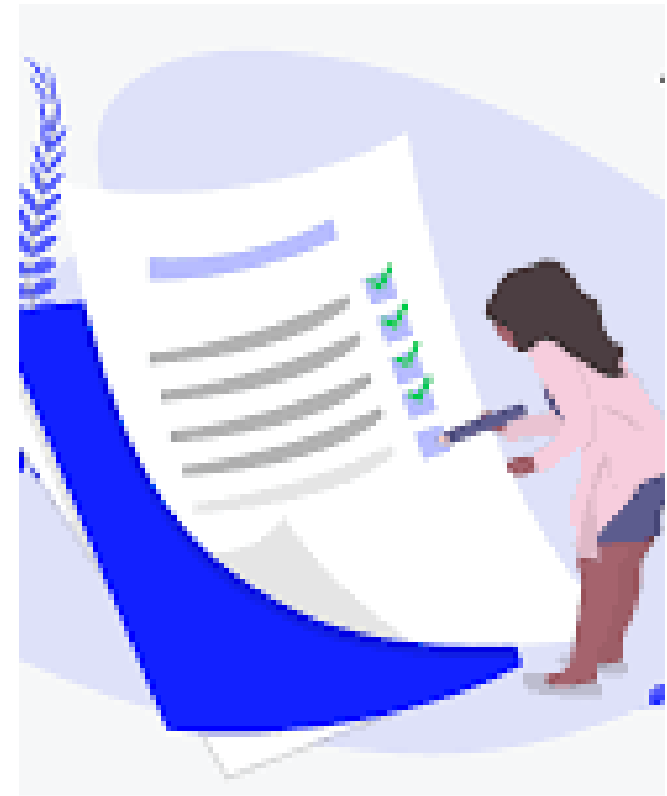
Housing Innovations

Adam Yarnott, Nutmeg

# Agenda

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- Welcome and Introductions
- Background on Renewal Evaluation
- Renewal Evaluation Database (RED) Overview
- 2025 Renewal Evaluation Criteria
- Process & Schedule
- RED System Demonstration
- Questions
- Resources





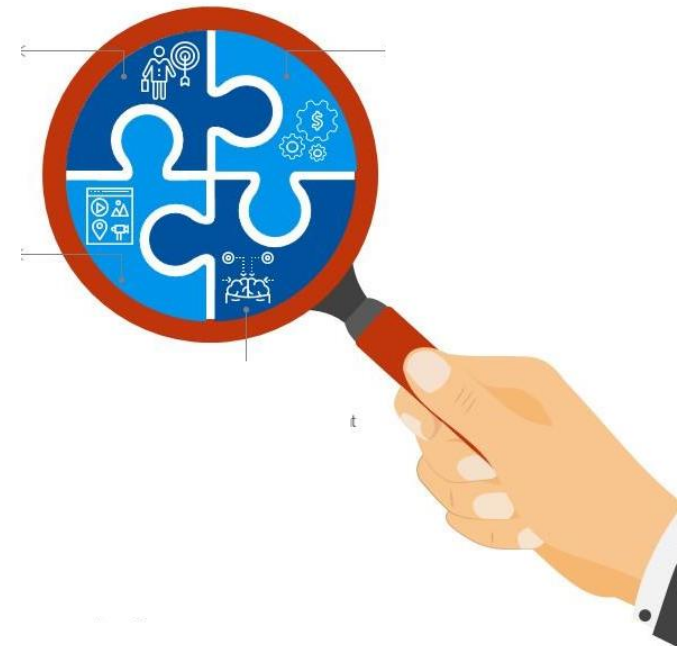
# Background

# Key Facts

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- Over 110 Projects funded by CT BOS
- Uses HMIS\* data already input and collected for the purposes of Annual Performance Reports (APRs) and System Performance Measures (SPMs)
- HUD requires CoCs to evaluate projects & scores whether CoCs evaluate certain things

\* For DV Providers - comparable database



# Why do we evaluate renewal projects?



## Performance data used:

- By HUD to evaluate system performance, which impacts CoC application score
- By CT BOS to:
  - rank projects in the annual CoC Competition (required by HUD)
  - inform which projects continue to be funded
- Continuous Quality Improvement
  - Provides agencies with information on outcomes
  - Provides Steering Committee with information about system-wide needs

Better CoC performance = fully fund renewals & more funds for new projects.

# Renewal Evaluation Database - RED

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- Providers can see renewal evaluation results & submit score change requests & corrective action plans
- Data sources: HMIS, Survey Monkey, Zengine & comparable database (DV providers)
- Providers:
  - have direct access to scored HMIS data in real time
  - post launch can regularly check renewal evaluation score
  - can see how the score changes in response to HMIS data updates



# HMIS Data & Comparable Database (CDB)

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- Majority of items scored are from HMIS/CDB data
- Reporting period: **10/1/23-9/30/24** (most measures)
  - Corresponds with System Performance Measure period
- RED pulls HMIS data to produce Renewal Evaluation reports.
  - Providers view these reports in RED
- Note: If data is incorrect in RED, it must be corrected in HMIS or CDB



# 2025 Evaluation Criteria & Instructions



# Check the Criteria to see which measures apply to your project & which are scored

## Connecticut Balance of State (BOS) CoC

2025 Renewal Evaluation - Criteria Applicability ("Yes" indicates the criterion is applied to that project type)

Evaluation Criteria	ADULT PSH	ADULT RRH	ADULT TH	Youth PSH	Youth & YHDP RRH	YHDP Div/RE	Youth TH	YHDP CRISIS TH	YHDP Youth Navigators	2025 Benchmark / Standard
<b>PERFORMANCE</b>										
Spending on last year's HUD grant <sup>1</sup> Projects over \$2M spend: leave <\$75k unspent.	YES	YES	YES	YES	YES	YES	YES	YES	YES Not Scored	See box to the left
Projects between \$250 & \$2M: Spend 95% & leave <\$50k unspent;										
Projects under \$250K: spend 85%.										
Occupancy (based on quarterly utilization) <sup>2</sup>	YES	YES	YES		YES	YES	YES		YES Not Scored	90%



Use RED to Submit  
Score Change  
Requests and  
Corrective Action  
Plans

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# New and Notable

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## Contact Updates in Zengine

REQUIRED TWICE PER  
YEAR NOT QUARTERLY

# Data Sources Listed on Criteria

## 2025 Renewal Evaluation - Adult Programs - Data Sources

Evaluation Criteria	2025 Benchmark / Standard	Source(s)
<b>PERFORMANCE</b>		
Spending on last year's HUD grant <sup>1</sup> Projects over \$2M spend: leave <\$75k unspent; Projects between \$250 & \$2M: Spend 95% & leave <\$50k unspent; Projects under \$250K: spend 85%.	See box to the left	HUD Sage / eLOCCS
Occupancy (based on quarterly unit utilization) <sup>2</sup>	90%	APR: [Q08b 4 PITs / 4] / Application: 5A
All adult participants with NON-CASH benefits excluding health insurance <sup>3</sup>	95% DV only - 76%	APR: Q20b [(number with non-Cash) / [Q05a (Number of Persons served) - (Stayers not due annual)]]
TH Only (DV Projects): LOS is 2 years or less	100%	APR: Q22a1
PSH Only: Percentage of participants who remain in PSH or exited to permanent housing <sup>5</sup>	95%	APR: [Q23c(Subtotal Permanent Situations) + Q05a (Number of Stayers)] / [Q05a (Total Persons served) - (Deceased + exemptions)]

# HMIS Data View - BIPOC

New feature on the HMIS Program Details tab

- Shows HMIS data related to returns to homelessness by race

Performance

HMIS Program Details

## HMIS Projects Associated With This Grant

HMIS Project Name	HMIS ID	Project Type	APR Data Score ⓘ
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## Rate of Return to Homelessness for BIPOC vs. white non-Hispanic

Population	Exited (this program)	Returned (to any HMIS program)	Rate of Return
BIPOC	0	0	N/A
White non-Hispanic	0	0	N/A

Note: The data above is summed across all HMIS programs included as part of this grant project, as listed in the first table.



# STEP 1: Grant Assessment Review

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# Grant Assessment Review (1)

## My Projects

### Grants and Projects

Projects found: 168



Grant #	Project Name	Funding Type	Component Type	2023 Score	2024 Score	2025 Score	Status	#ChangeReqs / Grievances	Points ChReq / Grievances	CAPs	CAP Status
CT0265K	CT0265 BOS DMHAS 2014 - Alliance for Living (SE CT - New London - Norwich) BOS 193	COC	PSH			<a href="#">Awaiting Submission</a>		0 / 0	/	n/a	
CT0265L	CT0265 BOS DMHAS 2014 - RH & SC (SE CT - New London - Norwich) BOS 193	COC	PSH			<a href="#">Awaiting Submission</a>		0 / 0	/	n/a	



# Grant Assessment Review (2)

[Home](#) / [My Projects](#) / Project Details

Grant #: CT0012 (2025)

Project Name: CT0012 New Haven Lucht Hall

Recipient: CT Department of Mental Health & Addiction Services (DMHAS)

Service Provider: New Reach

Agency Responsible for RED: New Reach

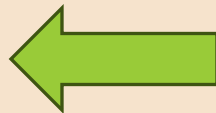
Project Type: COC / PSH

Last Year's Evaluation 

## Action Needed

Your grant application renewal is missing information needed to calculate your initial score. Please complete the Grant Assessment form to submit your renewal application and get an initial score.

[Complete Grant Assessment review](#)



[Performance](#)

[HMIS Program Details](#)

[HMIS Data Quality Issues](#)

Application not yet submitted - no scores available.

# Grant Assessment Review (3)

Grant #: CT0012 (2022)

Agency: New Reach

Service Provider: CT0012 New Haven Lucht Hall

Project Type: COC / PSH

Please note all projects are being evaluated based on the 2022 NOFO grants, so this screen will show (2022) instead of (2025) like the rest of the screens. This evaluation is for the 2025 NOFO Renewal Applications.

## Grant Assessment Form

### Next Steps

Complete the following questions to receive your initial evaluation score. Please note, this initial evaluation score does not include any penalties for lateness, outdated contacts or other penalty criteria.

### Grant Information (Confirmation)

Grant Period (Note: This is your grant's operating year, but is not used by Housing Innovations for scoring)  
Ensure the below dates are accurate.

1/1/2024 - 12/31/2024

Confirm Operating Year



Confirm Operating Year

Grant |

The below projects represent all programs in

### Projects Associated With This Grant (Confirmation)

The below projects represent all programs in the CT HMIS database associated with this grant

HMIS Project Name	HMIS ID	Project Type
New Haven Shelter Plus Care 1993 SRA (5+C)(CT0012)	1076	PH - Permanent Supportive Housing (disability required for entry)

Confirm Project List



Confirm Project List

view

Submit Grant Renewal For Review

# Grant Assessment Review (3-DV Projects only)

Grant #: CT0330 (2022)

Agency: Connecticut Coalition Against Domestic Violence (CT CADV)

Service Provider: CT0330 CT BOS CCADV RRH

Project Type: DV Bonus / RRH

Please note all projects are being evaluated based on the 2022 NOFO grants, so this screen will show (2022) instead of (2025) like the rest of the screens. This evaluation is for the 2025 NOFO Renewal Applications.

## Grant Assessment Form

### Next Steps

Complete the following questions to receive your initial evaluation score. Please note, this initial evaluation score does not include any penalties for lateness, outdated contacts or other penalty criteria.

### DV and Non-HMIS Program APR Upload

For DV projects and other non-HMIS programs, you must upload a .zip file that conforms to the current HUD APR CSV standards to receive a score.

### HUD CSV Export

Upload APR csv file here.

### Grant Information (Confirmation)

Grant Period (Note: This is your grant's operating year, but is not used by Housing Innovations for scoring)  
Ensure the below dates are accurate.

7/1/2023 - 6/30/2024

### Confirm Operating Year



### Confirm Project List

view



# Avoiding Common Pitfalls

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# Common Pitfalls

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- Incomplete HMIS data, (e.g., missing participants' Annual Assessments)
- Incorrect # of program participants
  - People not entered and/or exited as needed
- Starting the data review process late – start now!

# Common Pitfalls (2)

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Make sure you refresh to apply updated data to score.

[Home](#) / [My Projects](#) / Project Details

Grant #: CT9001 (2024)

Project Name: CT9001 Test Project

Recipient: Test Agency 001

Service Provider: Test Agency 001

Project Type: COC / PSH

Date Effective for Data: 10/18/2023

HUD CSV Export

Choose File	No file chosen
<b>Update Score based on Current HMIS Data</b>	



**REMINDER:** You must update your score each time you change data in HMIS, if you want those changes to be reflected in your evaluation report.



Performance

# Efficient Use of Resources

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- Over \$2M must leave less than \$75K unspent
- Projects between \$250K & \$2M: Spend 95% & leave <\$50k unspent
- Under \$250K must spend at least 85%



Data Source: Sage spending data from most recent APR submitted to HUD – eval period is project operating year



# Spending Data



- Projects evaluated on spending from the most recent complete grant operating year as reflected in SAGE as of 1/31/25. Examples:
  - Project ends 10/31/24. APR submitted in SAGE 1/31/25; spending data for period 11/1/23-10/31/24 is evaluated.
  - Project ends 11/30/24. APR not submitted in SAGE until 2/28/25. Spending data for period 12/1/22 – 11/30/23 is evaluated.
- Projects that wish to have more recent spending data reflected on their Renewal Evaluation may submit APRs in SAGE early. Example:
  - Project ends 11/30/24. APR submitted in SAGE on 1/31/25. Spending data for period 12/1/23 – 11/30/24 is evaluated.
- **If in RED, your spending says 0, data will be added once available and before reports are finalized.**



# Occupancy

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- 90% OCCUPIED BASED ON QUARTERLY UTILIZATION
- YHDP CRISIS TH & YOUTH PSH: UP TO ONE EMPTY BED PER QUARTER

# Housing Stability

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- PSH: 95% remain in PSH or exit to PH
- RRH/TH: 95% leavers exit to PH
- Youth/YHDP RRH & Div/RE: 85% exit to PH
- YHDP Crisis TH: 60% exit to PH
- Youth RRH, Div/RE, Crisis TH: Less than 5% exit to shelter, unsheltered or unknown



## Remain or Exit to Permanent Housing (TH, RRH & PSH Programs)

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- Excluded from scored set:
  - Deceased participants
  - Programs with only 1 negative exit
  - Exits from housing to seek safety
  - Exits to foster care/group home, hospital, long-term care/nursing home, & substance abuse treatment



## Non-Cash Benefits

Participants with non-cash benefits excluding health insurance: 95% & DV 76%

Not scored for YHDP





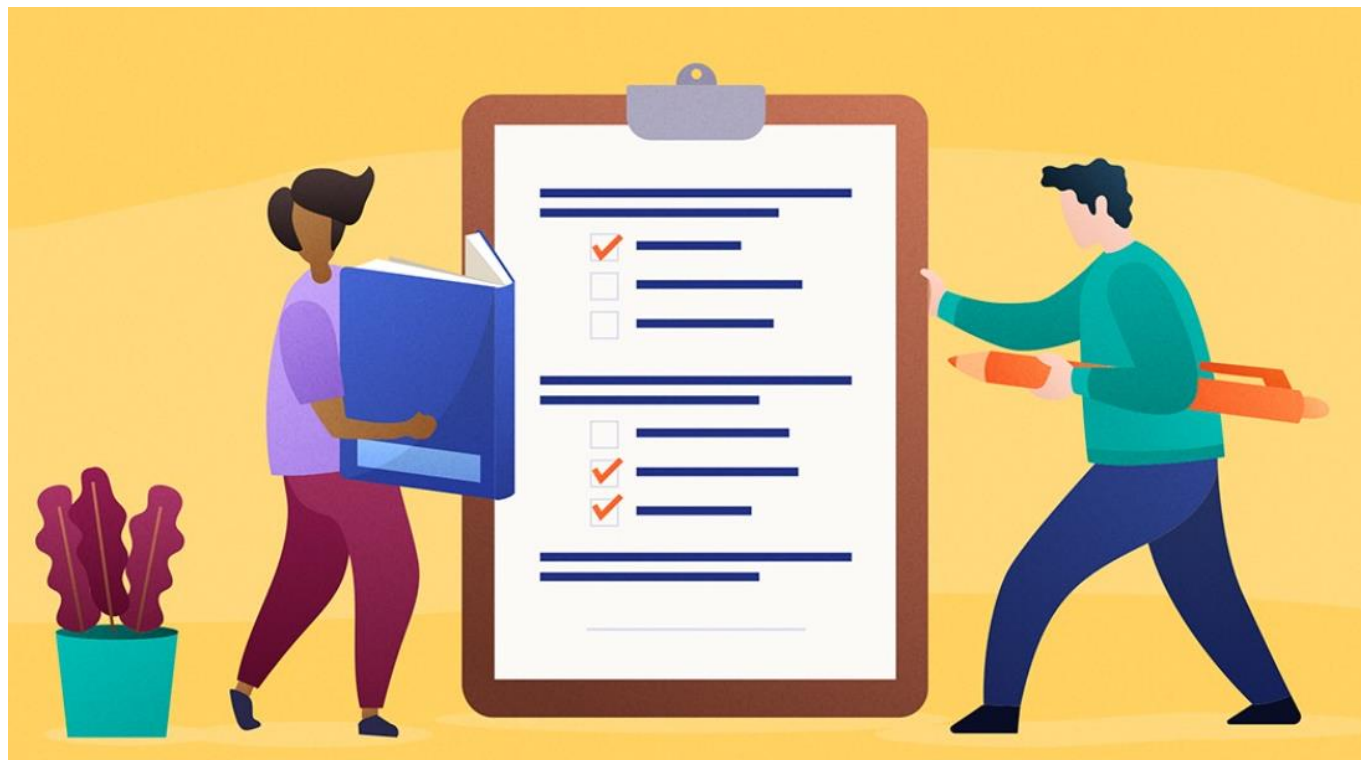
## Length of Stay (LOS)

- DV TH programs: LOS is 2 years or less
- Youth TH (CoC Non-DV): LOS is 1 year or less
- YHDP Crisis TH Housing: LOS is 60 days or less

# Earned Income

- Scored for all Youth Projects except YHDP Diversion/Rapid Exit
- 25% increased **EARNED INCOME** from entry to exit/follow-up for all except 40% for TH





# Consumer Surveys



# Participant Surveys – Scoring Criteria

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- DMHAS Surveys are due by 12/31/24
- BOS Surveys are due by 1/15/25
- Maximum points available at a 35% response rate.
- Projects that do not submit surveys get 0 points for response rate.
- Projects will receive a 5-point penalty if surveys are late or not received.
- Survey links are in RED emails and on the RED Renewal Process page under Resources





PLEASE  
NOTE

## Participant Surveys – Data Entry

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- For CT BOS surveys entered in Survey Monkey – score won't refresh until you update data in RED (see slide #22)
- For DMHAS surveys and CT BOS Surveys sent to HI for data entry – score won't refresh until HI enters the data (estimated completion by early February)

# DMHAS Surveys

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- Agencies with DMHAS funding 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.
- DMHAS providers that prefer to use CT BOS Participant Surveys, notify us by e-mail: [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)



# YHDP Surveys

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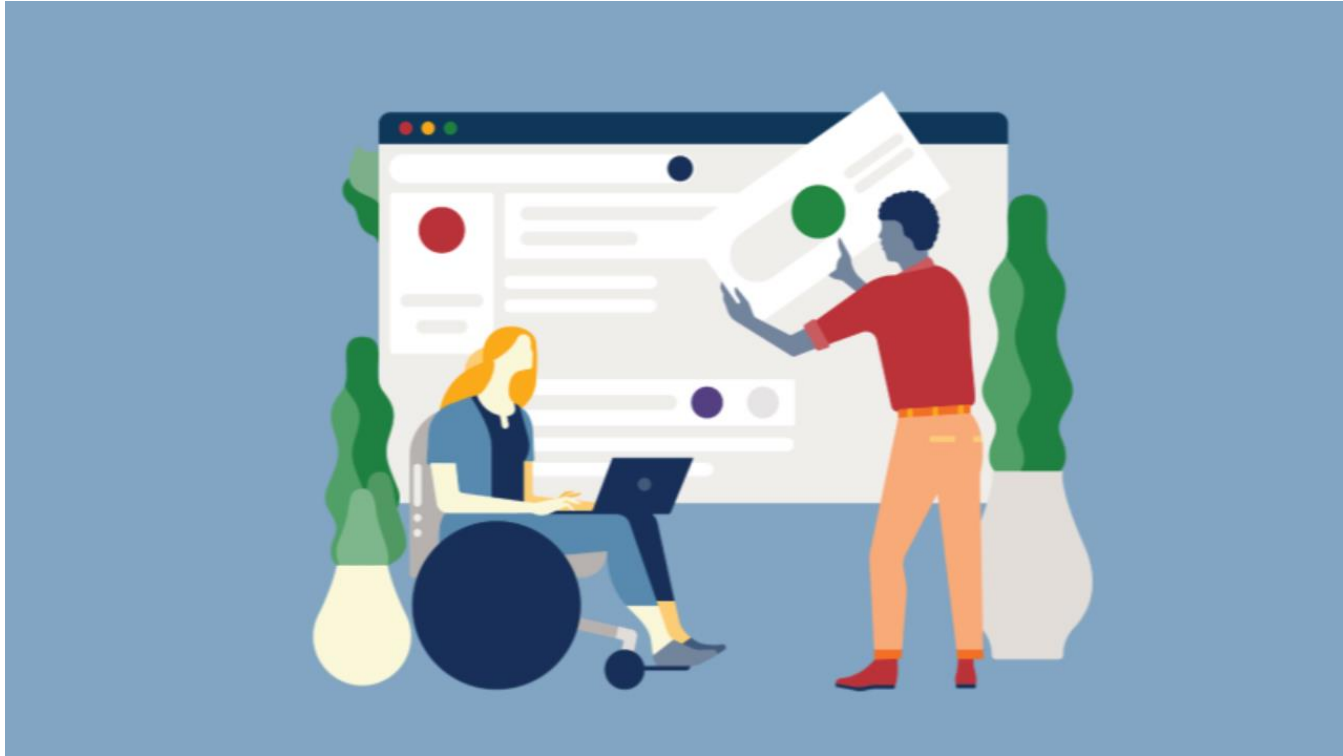
YHDP projects - use the same surveys and process as other CT BOS providers



## Lateness & Contact Penalties

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- 5 points deducted for late consumer survey submissions
- 2 points deducted for not updating/confirming Zengine contacts



# Process and Schedule

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# Zengine: Grants Management Database

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- Providers must enroll in Zengine & keep contact information up to date.
- Ensures provider access to RED & inclusion in CT BOS email list
- Zengine training: instructions on how to create and/or update contact information
  - Primary contact change – Contact Shannon



**UPDATE YOUR CONTACTS!!!!**



# Renewal Evaluation Schedule

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## May

- 2024 Paper Consumer Surveys distributed

## December

- 12/11/24 Renewal Evaluation Launch Webinar and RED opens
- DMHAS Surveys are due by 12/31/24
- Don't wait – complete grant assessment steps in RED & begin reviewing your data now!



# Renewal Evaluation Schedule (2)

## January

- BOS Surveys are due by 1/15/25
- 1/15/25 - Last day to:
  - Complete grant assessment, review & refresh data
  - Submit RED support requests
- 2/19/25: deadline to make data changes and refresh data in RED

## TBD

- updated 2025 RE reports available & window to submit change requests opens
- Change Request Deadline (submitted in RED)
- Change Request results (visible in RED)
- Results from Grievance Committee (visible in RED)
- Corrective Action Plan Deadline (submitted in RED)

# Support Request Process

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- Providers must submit a Support Request in RED. Don't submit via email.
- Support requests will be used to alert HI/Nutmeg to issues.
- For help with HMIS data cleanup, use [CoC Renewal Evaluation Data Clean-up Link](#)



# Support Request Process (2)

For questions related to  
the DV Comparable  
database, please  
contact Joanne Vitarelli  
[jvitarelli@ctcadv.org](mailto:jvitarelli@ctcadv.org)



# Projects Being Evaluated in 2025

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- Only projects listed in this doc will be evaluated this year: [List of 2025 Projects Being Evaluated](#)
- Agencies should have confirmed that the HMIS IDs are correct for all projects
- If your project has multiple HMIS IDs, please be sure that each ID is correctly listed





# Change Request/Grievance Process

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- Once reports are final, providers may submit a change request in RED to contest their score.
- Change requests are processed and providers are notified when results are visible in RED.
- Change requests that don't result in a score change and are not withdrawn by the provider will go to Grievance Committee.
- Providers will be notified when grievance results are available in RED.
- Per BOS Steering Committee these issues may not be grieved:
  - *Evaluation standards adopted by Steering Committee*
  - *Missed deadlines*
  - *Circumstances commonly experienced across projects (e.g., a difficult housing market, staff turnover, or housing stability challenges commonly faced by participants)*
  - *Grievances from projects indicating that that they could not meet certain performance benchmarks (e.g., occupancy or spending) because there was an insufficient number of people experiencing homelessness who are eligible for the project.*

# RED Demonstration - Nutmeg

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RED [Home](#) [Process Overview](#) [Support](#)

[Login](#)

## Renewal Evaluation Database (RED)

CT BOS Grant Renewal Evaluation Database

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Beginning this year, this new tool will help streamline the grant renewal process. Let's get started!

[Login](#)



Questions?

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# Resources

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[Renewal Evaluation Page](#),  
CTBOS website includes links to:

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Instructions

Scoring Criteria

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Project List

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Participant Surveys (paper only)

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[Zengine training](#): instructions to create and/or update contact information

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# CT BOS Team (Housing Innovations)

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