

TX-500 San Antonio and Bexar County Continuum of Care Policies and Procedures

CONTINUUM OF CARE PROGRAM

CLOSE TO HOME



Close to Home

4100 E. Piedras, Suite 105 | San Antonio, TX 78228 | 210.876.0720 | www.close-to-homesa.org

Versions of this document:

January 2024	Updated branding to “Close to Home” from “SARAH”. Updates to CoC MOU.
June 2023	FY23 NOFO updates. Updates to Grant Transfer policy. Updates to CoC Program Grantee Management section. Removal of Special Unsheltered NOFO information and scoring rubrics. Updates to CoC MOU. Updates to CoC Scorecard.
September 2022	Special Unsheltered NOFO information and scoring rubrics added.
August 2022	FY22 NOFO updates.
November 2021	CoC MOU and CoC Performance Scorecards added to this document.
July 2021	FY21 NOFO updates.

Table of Contents

Continuum of Care (CoC) Program Grant Overview.....	3
CoC Program Grant Overview	3
CoC Program Grant Priority Policy	4
CoC Program Independent Review Team (IRT)	4
CoC Program Application Review and Deficiency Process.....	5
CoC Project Ranking Policy.....	6
Grievance and Appeals Process.....	7
Grant Consolidation, Expansion, and Transition Policy.....	8
Grant Reallocation Policy	10
Grant Deobligation and Transfer Policy	10
Special 2022 Unsheltered CoC Program NOFO.....	11
CoC Program Grant Oversight and Monitoring	12
Coordination with HUD Local Community Planning and Development (CPD) Field Office	12
CoC Program Project Compliance and Performance Monitoring	12
CoC Program Project Quality Improvement Plan (QIP)	15
Letter of Support Policy	15
APPENDIX A – CoC Program Application Scoring Rubrics.....	16
New Project.....	16
New Project – Coordinated Entry.....	19
New Project – Homeless Management Information System	21
First-Time Renewal Project	24
Renewal Project	25
Renewal Project – Coordinated Entry	28
Renewal Project – Homeless Management Information System.....	30
Appendix D – CoC Program Performance Scorecards	37
Permanent Supportive Housing Scorecard.....	37
Rapid Rehousing Scorecard.....	40
Transitional Housing Scorecard.....	43
Victim Service Provider – Rapid Rehousing Scorecard	46
Victim Service Provider – Transitional Housing Scorecard	48
Appendix E – Quality Improvement Plan (QIP)	50

Continuum of Care (CoC) Program Grant Overview

In 2009, the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH) was enacted into law and codified the Continuum of Care (CoC) planning process. In 2012, the federal department of Housing and Urban Development (HUD) released the CoC Program Interim Rule, which focuses on the regulatory implementation of the CoC Program, whose purpose is defined by HUD as, "...address[ing] the critical problem of homelessness through a coordinated community-based process of identifying needs and building a system of housing and services to address those needs"¹. The San Antonio and Bexar County region, known by HUD as TX-500, is overseen by the CoC Board of Directors, who fulfill the requirements of a CoC as outlined in the CoC Program Interim Rule. For more information on the governing bylaws of the CoC Board of Directors, refer to the Close to Home Nonprofit Bylaws and CoC Governance policy.

Responsibilities of a CoC include preparing and overseeing an application for funds under the CoC Program Grant and the establishment and operation of a centralized or coordinated assessment system for individuals and families in need of housing and services provided through CoC or Emergency Solutions Grant (ESG) funding. CoC Program Grant Funding Competition Policies

CoC Program Grant Overview

Close to Home is designated by the CoC Board of Directors as the Collaborative Applicant for the TX-500 San Antonio and Bexar County community. Provisions at [24 CFR 578.9](#) require CoCs to design, operate and follow a collaborative process for the development of an application in response to a Notice of Funding Opportunity (NOFO) for the CoC Program Grant issued by HUD. CoCs must implement internal competition deadlines to ensure transparency and fairness at the local level. As the Collaborative Applicant, Close to Home applies to HUD for CoC Program Grant funding on behalf of the community. Except for the amount of the HUD CoC allocation available to Close to Home and cost eligibility, the CoC Board of Directors is the ultimate decision-maker in the review process.

The TX-500 CoC support's HUD's policy priorities as outlined in the FY23 NOFO and has aligned local scoring policies and metrics as appropriate:

1. Ending homelessness for all persons.
2. Using a Housing First approach.
3. Reducing unsheltered homelessness.
4. Improving system performance.
5. Partnering with housing, health, and service agencies.
6. Racial equity.
7. Improving assistance to LGBTQ+ individuals.
8. Persons with lived experience.

¹ CoC Interim Rule, p.3.

9. Increasing affordable housing supply.

For federal policies and procedures related to the CoC Program, [refer to the HUD NOFO](#).

CoC Program Grant Priority Policy

Each year, the Continuum of Care Board of Directors approves priority projects for the CoC Program funding competition. Applicants that qualify as priority given their proposed project type will receive additional points on their application.

The following project types will be considered as highest priority for new, bonus, expansion, and reallocation funding in the 2023 CoC Program NOFO Competition:

- New and expansion of renewal Permanent Supportive Housing (PSH) projects – Permanent housing of indefinite duration of rental assistance with intensive, supportive services offered to individuals who have a permanent disabling condition and who have experienced literal homelessness for 12 months continuously *or* experienced literal homelessness four times in the last three years for a total of 12 months.
- New PSH and Rapid Rehousing (RRH) projects able to serve any household type.
- Renewal PSH projects currently serving only families reallocating to a Joint Transitional Housing – Rapid Rehousing (TH-RRH).
- Projects that leverage existing housing and healthcare resources. Must include letters in alignment with requirements in HUD NOFO to receive points.

CoC Program Independent Review Team (IRT)

To ensure a fair and impartial project ranking process, an Independent Review Team (IRT) is selected to systematically review and score applications and to recommend a final ranking to the CoC Board of Directors. Close to Home will coordinate IRT meetings and act as the facilitator of the review process.

IRT Member Selection and Criteria

There will be up to two IRT groups, one for new project applications and one for renewal projects, if necessary, with a maximum of five and a minimum of three members per group. Prospective IRT members must apply and be selected by the CoC Board Executive Committee. The CoC Board of Directors will approve the final slate of IRT members. The CoC is committed to ensuring IRT members are representative of the population of people experiencing homelessness in San Antonio and Bexar County. IRT members with lived experience will be prioritized for selection.

An agency can only have one representative on the IRT. IRT members, including members of their immediate families, may not be employees, contractors, or serve in any representative capacity of an applicant, subrecipient agency, or other partner agency as established in a Memorandum of Understanding (MoU) party to a funding application. There is no limit to the number of times a person can serve on the IRT.

Close to Home will provide a required training for IRT members that is open to the public. The IRT will conduct private meetings as needed, which will include Close to Home staff, as part of the project review and selection process. IRT members are required to attend meetings and must coordinate with Close to Home if an emergency arises. Signatures of IRT members are required to confirm project rankings and will be archived.

The CoC Board Executive Committee has the right to remove any IRT members who fail to attend meetings, have a conflict of interest, and/or are not following guidelines outlined in orientation. IRT members will be replaced with another candidate who applied if another member is needed to meet threshold.

IRT Voting Process

IRT members will score applications prior to the first meeting. Any discrepancies will be discussed, and a final score will be voted on. The IRT will be expected to follow a majority vote process to determine final scores if there is not a consensus. In the event of a tie vote, the CoC Board Executive Committee will determine the outcome. The IRT is allowed to request more information from the applicant before making a final determination in accordance with the annual timeline.

The IRT has the authority to override priority ranking scores based off community needs. Moreover, the IRT may choose not to include a project in the priority ranking if they determine it is not viable or lacks efficacy. The CoC Board of Directors will be informed of any recommended overrides including an explanation.

YHDP Replacement Projects

Per the FY23 HUD NOFO, YHDP projects (renewals and replacements) will be ranked noncompetitively.

If a YHDP project chooses to deobligate their YHDP funding, they must inform HUD and the CoC in writing that they will not be renewing funding during the upcoming NOFO competition. These funds will then be reallocated in the NOFO toward a YHDP Replacement project under an eligible YHDP project type and the project must serve youth and young adults as required by HUD.

The Youth Action Board (YAB) will be responsible for recommending YHDP Replacement project funding recipient(s) to the CoC Board of Directors, who will make final funding determination.

CoC Program Application Review and Deficiency Process

In accordance with the CoC Program Request for Proposals (RFP) and Application Instructions, Close to Home will accept applications until the given deadline. Applications submitted after the deadline will receive a two-point deduction from the Application Submission category of the scoring rubric and two points at the start of every hour until the application is submitted, or the final score is zero in that category. Applications submitted more than 48 hours after the deadline will not be reviewed.

New project applicants and renewal projects requesting an expansion, transition, consolidation, reallocation will be required to submit a letter of interest outlining their project and a meeting will be scheduled to review their project proposal. A basic renewal application is not required to follow this process.

Prior to the first IRT meeting, Close to Home staff will perform a deficiency check on submitted applications. Any applicants with a *deficiency* (defined as anything that would render the application ineligible from receiving funding) will be notified and given three business days to correct the deficiency. An application will lose two points for each deficiency found. If deficiencies are not resolved, the application will be considered ineligible and will not be reviewed by the IRT. Any rejected applications will be notified in writing. SARA will inform the IRT of deficiencies and any misrepresentations or falsified information discovered in each application.

Prior to final submission in *e-snaps* by project applicants, SARA will closely review the information provided in each project application, including YHDP renewal or YHDP replacement projects, to ensure:

1. All proposed program participants will be eligible for the program component type selected, including YHDP renewal and YHDP replacement projects; and
2. The information provided in the project application and proposed activities are:
 - a. Eligible and consistent with program requirements in the Rule; or
 - b. Eligible YHDP renewal or YHDP replacement projects
3. Each project narrative is fully responsive to the question being asked and that it meets all the criteria for that question as required by the NOFO; and
4. The data provided in various parts of the project application are consistent; and
5. All required attachments correspond to the list of attachments in *e-snaps* that must contain accurate and complete information that are dated between June 30, 2022, and September 30, 2022.

CoC Project Ranking Policy

Close to Home will prepare the project priority ranking list and funding decisions as recommended by the IRT to the CoC Board of Directors for final approval. The Board of Directors may direct Close to Home to make minor budgetary corrections, as needed, consistent with HUD application rules and funds allocated to the CoC. Close to Home will communicate budget adjustments to individual applicants and instruct them to make changes before submitting the final Consolidated Application to HUD.

Scoring Process

IRT scores will determine where a project is ranked. The priority project ranking will be included in the Consolidated Application to HUD. Projects with equal scores are ranked by project component type. Projects with equal scores of the same component type will be ranked based on cost per client. Consolidated grant performance will be averaged from previous grants and consolidated into one score for ranking.

Coordinated Entry (CE) and Homeless Management Information System (HMIS) projects will automatically be ranked in Tier 1 as they are essential functions of the CoC.

Domestic Violence (DV) projects are ranked separately as the CoC Program Collaboration requirements for DV projects differ in the following ways: must include specific method for evaluating projects submitted by victim services providers that utilizes data generated from a comparable database; and evaluated these projects on the degree they improve safety for the population served.

The Continuum of Care (CoC) Planning Grant is not scored nor ranked but is included in the priority project listing. Only the Collaborative Applicant (CA) can apply for the CoC Planning Grant.

In accordance with the FY23 HUD NOFO, Youth Homelessness Demonstration Program (YHDP) renewals will be ranked non-competitively.

There are seven types of applicant scoring rubrics:

- New Project (includes bonus, transition, reallocation, expansion, and YHDP replacement)
- New Project – Coordinated Entry (CE)
- New Project – Homeless Management Information System (HMIS)*
- First-Time Renewal Project (for PH or TH-RRH project types only)
- Renewal Project (includes expansion)
- Renewal Project (including first-time) – CE
- Renewal Project (including first-time) – HMIS*

*Only the HMIS Lead may apply for HMIS projects.

See [Appendix A](#) for scoring rubrics associated with each applicant type. Scoring rubrics will focus on fiscal management, expenditure rates, policies and procedures, performance metrics, adherence to Written Standards, participation in CE and HMIS, and CoC participation. Bonus points are allocated for certain activities that are desirable for increasing system coordination and/or CoC performance.

Grievance and Appeals Process

The Appeals Process outlined below applies to eligible organizations. Close to Home is committed to fairness and openness in the HUD CoC funding process.

- The IRT will review all applications and make project ranking recommendations to the CoC Board of Directors, who will approve the final ranking recommendations.
- Close to Home will notify all project applicants no later than fifteen calendar days before the CoC Consolidated Application deadline regarding whether their project applications would be included as part of the CoC Consolidated Application submission and the approved community ranking list.
- If the application was rejected, or if the applicant objects to their ranking position, applicants have three calendar days from the ranking announcement to make a formal appeal. To do so, the applicant must notify the Close to Home Executive Director in writing of the appeal with specific reasons why the applicant believes the project was unfairly rejected or ranked.

- The Close to Home Executive Director will notify the CoC Board Executive Committee of the appeal and a conference call will be held to discuss if the appeal has merit based on the criteria in [24 CFR 578.35](#). At least two CoC Board Executive Committee members must participate in the call, none of whom have vested interest, financial or otherwise, in the rejected applicant or project. If it is determined that the appeal lacks merit, Close to Home staff will notify the applicant in writing on behalf of the CoC Board of Directors.
- If the appeal has merit, the CoC Board President and an additional Board Director selected by the President will hear the appeal within three business days and make a final determination. The applicant will be notified in writing within three business days of the appeal decision.
- Project applicants whose project was rejected may appeal the local decision to HUD, if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner, by submitting a Solo Application in e-snaps directly to HUD prior to the application deadline.

Grant Consolidation, Expansion, and Transition Policy

As outlined in the HUD NOFO, there are options for grantees during the renewal application process to make special changes to their grants, including consolidation, expansion, and transition. Note: Grantees cannot make budget amendments during the NOFO competition period.

Consolidation

Project applicants can consolidate up to ten renewal projects during the application process. The projects being combined during a grant consolidation will continue uninterrupted with the specifications outlined in the current grant agreements until HUD approves the consolidation in the award process.

To be eligible for consolidation, the following must be met:

- The projects must have the same recipient and be for the same component; and
- The projects must be in good standing with HUD; and
- The agency must receive a letter of support from the CoC; and
- The agency must describe in the project application what the benefits are to consolidation.

The following project types cannot consolidate. If a project application meeting these characteristics attempts to consolidate, HUD will not consider the consolidation, but rather select the projects individually in their ranked position, provided they pass project eligibility and project quality threshold requirements:

- A YHDP renewal project cannot consolidate with a non-YHDP project;
- A YHDP replacement project cannot consolidate;
- A TH and a PH project cannot consolidate to form a Joint TH/PH-RRH component project; and
- Transition grants cannot consolidate with any other project.

For steps on how to submit a consolidation, see instructions in the [HUD NOFO](#).

Expansion

The CoC will allow project applicants to apply for a new expansion project through reallocation, CoC Bonus, and DV Bonus processes to expand existing projects to increase the number of units, persons served, services provided to existing program participants, or to add additional activities to HMIS and SSO-CE projects. If the new expansion project will expand an existing eligible CoC Program renewal project, HUD will not fund capital costs (i.e., new construction, rehabilitation, or acquisition) and will only allow 1-year funding requests.

Project applicants may expand an existing renewal project that is not currently dedicated to serving survivors of domestic violence, dating violence, sexual assault, or stalking that meet the definition of homeless (24 CFR 578.3) to dedicate additional beds, units, persons served, or services provided to existing program participants to this population. YHDP projects cannot use the expansion process.

To be eligible for expansion, the following must be met:

- The agency must receive a letter of support from the CoC; and
- The agency must describe in the project application what the benefits are to expansion.

To apply for an expansion grant, project applicants must submit separate renewal and new project applications, and both must be ranked by the CoC with unique rank numbers. For detailed steps on how to submit an expansion, see instructions in the HUD NOFO.

Transition

Renewal project applicants can request a transition of project type during the NOFO competition. To do this, the applicant must request a reallocation of their renewal grant and then submit a new project application under the desired project type. If the desired project type is a priority project for the CoC, it will receive additional points during the NOFO scoring process, ensuring a competitive application.

All remaining funds must be used for eligible activities awarded under the new component for the project. Transition grants conditionally awarded in the funding competition will have one year to fully transition from the original component to the new component during the normal operating year once the grant agreement is executed. The project's operating start date will be the day after the end of the previous grant term for the expiring component, i.e., the transition grant will have the same operating year as the expiring component project. For transition grants reallocated from more than one project, the operating start date of the transition grant will be the day after the end of the earliest expiring grant term.

The new transition project must meet the follow requirements:

- Eligible for renewal in subsequent fiscal years for eligible activities of the new component; and
- Agency must receive a letter of support from the CoC; and
- New project application must meet project eligibility and project quality thresholds established by HUD.

For steps on how to submit a transition grant, see instructions in the HUD NOFO.

Grant Reallocation Policy

Voluntary Reallocation

Existing CoC project grantees of any project type may, in part or in whole, voluntarily reallocate a grant(s). Grants may be reallocated to a project type which meets the Funding Priorities established for the competition. Close to Home staff offer technical support and approval letters for grantees reallocating to meet HUD and community priorities.

Existing CoC grantees of any project type may also voluntarily reallocate funds to the pool of new project dollars for which community members apply. CoC grantees may only voluntarily reallocate funds during the NOFO process. Outside of the NOFO process, this is considered a “deobligation” and will follow the process outlined in the next section of this policy.

Additional points will be awarded to projects voluntarily reallocating to a project type listed in the Funding Priorities established for the competition.

Involuntary Reallocation

A CoC Program project may be involuntarily reallocated for the next funding cycle by decision of the CoC Board of Directors. After the NOFO competition, the IRT will report significant deficiencies by underperforming grantees to the CoC Board of Directors and can recommend the agencies be placed on a formal Quality Improvement Plan (QIP) monitored by Close to Home as the Collaborative Applicant and reported to the CoC Board of Directors. The agency may choose to participate in a QIP or to not renew the grant and reallocate their funding at the next funding cycle. The renewal applicant will have seven calendar days to appeal participation in the QIP by writing an appeal letter to the CoC Board President, who will make the final determination.

The CoC Board of Directors will review the project’s progress either at a regular Board meeting or a separate meeting six months after the close of the CoC Program funding competition and at each meeting thereafter until the QIP is completed. If the project has not shown progress toward the targets outlined in their QIP at a level satisfactory to the CoC Board of Directors, the project will be involuntarily reallocated for the next funding cycle.

For more information regarding QIPs, see the section on [CoC Program Grant Oversight and Monitoring](#).

Grant Deobligation and Transfer Policy

If a CoC Program grantee no longer wants to operate the grant and is not able to wait until the NOFO competition to reallocate, they must first receive permission from the CoC Board of Directors and ultimately, HUD, to voluntarily deobligate their grant outside of the NOFO process or before the grant agreement expires. It is strongly recommended that grantees who wish to deobligate wait until the next funding cycle and thus, requests are only granted when there are extenuating circumstances. Deobligation may impact an organization’s ability to receive funding in the future.

The following criteria must be met in order to deobligate:

- The expected date of the deobligation is at least 6 months after the request; and
- The grantee receives approval from the CoC Board Executive Committee after a formal meeting;

Once approved to deobligate, Close to Home will host a grant competition for the funding, which will be open to current grantees as well as the broader community. Applicants will be evaluated on their experience managing a grant of the same or greater dollar amount, experience operating a similar project, staff capacity to meet the needs of current project consumers, and ability to provide the required match.

The funding competition process will follow the policies outlined in this document. Once an agency has been recommended by an independent review team and approved by the CoC Board, a formal recommendation shall be submitted to HUD for the grant transfer. The following letters are required by HUD:

- A letter from the deobligating agency's CEO indicating that they approve the recommendation; and
- A letter from the CoC Board President justifying the deobligation and recommended agency; and
- A letter from the receiving agency indicating their willingness and ability to take over the grant.

Throughout the grant transfer timeline, the reallocating agency is expected to continue operating at full capacity unless extenuating circumstances deem they are unable and must transfer program participants to a new project. They are also expected to:

- Respond readily to communications from the CoC Lead Agency; and
- Prepare a grant transfer action plan for CoC Board approval, with special emphasis on a consumer outreach plan; and
- Collect signatures from all consumers indicating they have been notified of the reallocation and actively participate in a six-month transfer process.

To ensure minimal disruption of services for project consumers, the receiving agency is closely monitored for the first six months of operation. This monitoring includes, but is not limited to, monthly site visits by CoC staff.

Special 2022 Unsheltered CoC Program NOFO

In 2023, the TX-500 CoC was awarded funding under the Special Unsheltered CoC Program for a 3-year grant cycle (2023 – 2026). These projects must follow the CoC Program requirements in 24 CFR 278 in addition to aligning with the policies in this document, the CoC Plan to Reduce Unsheltered Homelessness, and quarterly reporting to HUD.

CoC Program Grant Oversight and Monitoring

HUD requires CoCs to conduct oversight and monitoring activities on grantees funded through the CoC Program. Requirements of the CoC and CoC-funded agencies are outlined in the CoC Memorandum of Understanding (MoU) located in [Appendix C](#).

Coordination with HUD Local Community Planning and Development (CPD) Field Office

HUD manages field offices to ensure coordination at the local level. Each CoC-funded agency will be assigned a Local CPD Field Officer, who is responsible for finalizing grant conditions, executing grant agreements and amendments, conducting audits on CoC-funded programs, and monitoring performance. The TX-500 CoC is committed to coordinating with the local CPD field office and assisting them in ensuring CoC-funded projects are compliant and high-performing. CoC-funded agencies may be asked to ensure the TX-500 CoC has copies of documents issued by the local CPD field office, such as grant agreements or HUD findings.

CoC Program Project Compliance and Performance Monitoring

The CoC is committed to increasing the efficiency and effectiveness of the services provided to those at-risk of and experiencing homelessness. This includes ensuring service providers funded through the CoC Program maintain high-quality standards of care, abide by local data standards (including data quality, reporting, privacy, and confidentiality), utilize the local Coordinated Entry System to accept referrals into their programs, maintain certain performance metrics, abide by HUD regulations related to grant management (including regular expenditures, match documentation, and reporting), and meaningfully participate in the CoC.

The CoC will regularly evaluate and monitor CoC grantees. If a CoC grantee fails to meet the expectations or HUD regulations, the grantee may be placed on a QIP or receive a finding from HUD. These scenarios may lead to the agency involuntarily deobligating the grant so that it can be reallocated to a higher-performing grantee at the next funding cycle.

Written Standards of Care

The CoC requires CoC-funded agencies to abide by the local CoC and ESG Written Standards, which include HUD regulations related to the project type outlined in 24 CFR 578 along with local standards. CoC-funded agencies are required to keep Close to Home up to date on their program policies and procedures, including ensuring Close to Home has the most-recent version. Close to Home will provide technical assistance to grantees to ensure their policies and procedures are aligned with the Written Standards. These standards can be located on the Close to Home website.

CoC Scorecard (HMIS, Coordinated Entry, System Performance Measures)

HUD requires that CoC-funded agencies follow HUD's HMIS Data Standards, utilize the local Coordinated Entry System, and perform well against HUD's System Performance Metrics (SPM). To monitor this, the CoC utilizes a scorecard that exports data from the local HMIS that

scores these factors on a 100-point scale. There is a unique scorecard for each project type² (PSH, RRH, and TH) and scorecards for Victim Service Providers who must use a comparable database (TH and RRH). The scorecards are a foundational piece of the NOFO renewal scoring process and will account for 100/150 points. These scorecards are in [Appendix D](#). v staff will review and update project performance measures annually to maximize performance as a CoC.

HMIS

The CoC Scorecard includes metrics regarding compliance with the local Homelessness Management Information System (HMIS), including data completeness, accuracy, and timeliness of data entry. The CoC is required to follow the HUD Data Standards, which outlines requirements related to data collection, data privacy and confidentiality, and data quality. CoC projects must enter into a Contributory HMIS Organization (CHO) Agreement with the local HMIS Lead Agency, which outlines responsibilities and requirements to obtain and maintain access to HMIS.

See [Haven for Hope's website](#) for more information regarding local HMIS requirements, policies, and procedures.

Victim Service Providers (VSPs) are required to have a database comparable to the local HMIS. The TX-500 CoC will conduct an annual compliance review on CoC-funded VSPs to ensure compliance.

Coordinated Entry

The CoC Scorecard includes metrics regarding compliance with the Coordinated Entry System (CES), known locally as Homelink, for participation, prioritization, referral acceptance rates. As the Coordinated Entry Lead, Close to Home is required to implement and operationalize a CES that follows the HUD requirements and is informed by local community needs. CoC projects are required to utilize the CES to accept referrals into their programs and must follow Housing First principles and accept clients facing high barriers.

In addition to the scorecard, there will be other Coordinated Entry performance metrics monitored by the Coordinated Entry Lead depending on local priorities and communicated to the Collaborative Applicant.

VSPs are not required to utilize the local CES to accept referrals as their client data is confidential and thus there are no CES metrics on the VSP scorecard.

For more information on Homelink, see the [Homelink Policies and Procedures on the Close to Home website](#).

System Performance Measures

The CoC Scorecard includes metrics aligned with the HUD System Performance Measures (SPMs), an annual report that HUD uses to evaluate CoCs during the annual NOFO process. HUD requires that at least 20% of a renewal applicant's points are derived from SPMs and thus

² For Joint TH-RRH projects, a separate scorecard from each project type will be averaged during the NOFO competition process.

the majority of the scorecard is based on metrics related to SPMs. The TX-500's goal is to consistently improve SPMs year after year. [Click here to learn more about SPMs.](#)

In addition to HUD's SPMs, the TX-500 CoC develops other system performance measures to monitor toward local goals and progress.

Key SPMs that the CoC monitors via the CoC Scorecard include:

- Reducing the length of time people experience homelessness
- Increasing exits to permanent housing
- Reducing recidivism
- Increasing participant non-cash benefits and earned income

Grant Management

On behalf of the CoC, Close to Home will regularly monitor the grant management of CoC-funded agencies. Grant management includes, but is not limited to, budget, expenditures, eligible activities, match, documentation, homeless eligibility, and reporting. CoC-funded agencies are required to provide Close to Home with appropriate documentation, including grant contracts and expenditures from the eLOCCS system. Grantees are responsible for informing Close to Home of any changes made to the contract start or end dates and/or if the primary point of contact responsible for documenting the drawdowns for a project changes.

Grant and Project Changes

As outlined in [24 CFR 578.105](#), CoC-funded agencies may not make any significant changes without prior HUD approval, evidenced by a grant amendment signed by HUD and the recipient. Significant grant changes include a change of recipient, a shift in a single year of more than 10 percent of the total amount awarded under the grant for one approved eligible activity category to another activity and a permanent change in the subpopulation served by any one project funded under the grant, as well as a permanent proposed reduction in the total number of units funded under the grant.

When a grant amendment is required, the CoC-funded agency must submit a written request for a grant amendment to the local HUD Field Office and include:

- Request on recipient's letterhead, signed by an authorized representative
- Attached email or letter from CoC approving the request (YHDP projects must also include approval from the Youth Action Board)
- Explanation of the reason for the change
- Justification that the same or better level of service will be provided
- Attachments of all relevant revised application and issue and conditions exhibits reflecting the proposed change(s)
- Contact information for staff who can provide more information if needed

If the project is funded through YHDP, it will first need to be approved by the Youth Action Board, which will be coordinated by Close to Home.

Unexpended Funds: All projects are expected to expend 100% of their project funds. Any project that de-obligates more than 10% of its funds or \$25,000, whichever is greater, in any HUD contract year is considered to have incurred a deobligation deficiency. Grantees with an unexpended balance that meets or exceeds the threshold specified above will be subject to a reduction in renewal grant amount with the unspent funds being added to the pool of funds available for reallocation.

Projects with a deobligation deficiency will be required to submit a spending plan and monthly eLOCCS drawdown summaries to Close to Home. If, at the end of the grant, a project incurs a second deobligation deficiency, the project will be required to enter into an improvement plan. If unsuccessful, the CoC Board of Directors may choose to reduce project to the amount expended at the end. An exception to this policy may be made for new projects that could not expend funds due to implementation barriers, as determined by the CoC Board Executive Committee. The CoC Board of Directors reserves the right to place a project on a spending plan at any time if funds are not being drawn down during routine financial monitoring.

CoC Participation

To ensure a coordinated system of care that effectively serves those experiencing homelessness, it is imperative that CoC grantees participate in the CoC. CoC participation includes:

- Holding a voting seat on the CoC Membership Council and maintaining attendance requirements as outlined in the MOU.
- Participation in at least one CoC committee to provide input on local policies and service delivery.
- Volunteering for the annual Point-in-Time Count, including providing expertise on known locations and leading teams.

CoC Program Project Quality Improvement Plan (QIP)

If a CoC-funded agency underperforms or fails to meet the obligations outlined in the CoC MOU and described in this policy, the TX-500 reserves the right to place the agency on a Quality Improvement Plan (QIP). A QIP may be enacted at any time, including after the CoC NOFO Competition. An agency's progress on a QIP will be reported to the CoC Board of Directors. If the agency does not successfully complete a QIP, they will be required to attend the next CoC Board of Directors' meeting, where it will be determined if the grant will be involuntarily deobligated.

A QIP template can be found in **Appendix E**.

Letter of Support Policy

If a CoC-funded project would like to request a letter of support from the TX-500 CoC, they must do so in writing via email and provide at least 5 business days' notice. The agency must include the reason for the letter of support and how it will contribute to the overall CoC's mission to ensure everyone has a place to call home in San Antonio and Bexar County.

APPENDIX A – CoC Program Application Scoring Rubrics

New Project

Section 1: Applicant Experience and Capacity			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a.) Applicant has experience effectively utilizing and leveraging federal funds and performing the activities proposed in the application: <ul style="list-style-type: none"> i. No experience (0 points) ii. >0 and <3 years (1 point) iii. >3 and <5 years (3 points) iv. >5 years (5 points) 	<i>e-snaps</i> 2B1 and <i>e-snaps</i> 2B2	5	
b.) Applicant’s fiscal management structure is in accordance with generally accepted accounting principles and most recent audit or audited financials show no findings. Applicant describes internal controls and financial policies and procedures.	<i>e-snaps</i> 2B3 and Audit Attachment	5	
c.) Applicant has no unresolved HUD monitoring or Office of Inspector General (OIG) audit findings for any HUD grants.	<i>e-snaps</i> 2B4	5	
Section 2: Project Description, Housing Services, and Program Participants			
Scoring Descriptor	Reference Documents	Max Points	Final Score
d.) Applicant provides thorough description of project to include target population(s) to be served, project plan for addressing the identified housing and supportive service needs, anticipated project outcome(s), coordination with other organizations, how the CoC Program funding will be used, and acknowledges the project will ensure privacy, respect, safety, and access regardless of gender identity or sexual orientation. If applying for DV Bonus, must include how survivors will be assisted in a way that address their needs and includes trauma-informed and victim-centered approach.	<i>e-snaps</i> 3B1 Local Application Questions 5 - 12 (DV Bonus Only)	8	
e.) Applicant has a manageable and realistic plan for project milestones.	<i>e-snaps</i> 3B2	2	

<p>f.) Applicant acknowledges they will utilize Coordinated Entry or, if applicant is a victim service provider, will utilize an alternate Coordinated Entry process that meets HUD’s requirements.</p>	<p><i>e-snaps 3B4</i></p>	<p>1</p>	
<p>g.) Applicant acknowledges they will operate their project by Housing First standards and quickly move participants into permanent housing without barriers to entry preconditions, and will not terminate participants for lack of participation.</p>	<p><i>e-snaps 3B5</i></p>	<p>1</p>	
<p>h.) Applicant comprehensively describes how program participants will be assisted to obtain and remain in permanent housing, including:</p> <ul style="list-style-type: none"> i. Acknowledging the needs of the target population and a plan that addresses the types of assistance that will be provided to ensure participants move into appropriate permanent housing as well as either remain in or move to other permanent housing once assistance is no longer needed. ii. How the applicant will determine the right type of housing that fits the needs of participants (should match information on screen 4B. Housing Type). iii. If applicant will use rental assistance or leasing assistance and how they will work with landlords to address possible issues and challenges. iv. The type of assistance and support the applicant will provide to participants to overcome challenges to permanent housing. v. How the applicant will work with participants to set goals toward successful retention of permanent housing. vi. (DV Bonus ONLY) – Describe safety plan for survivors that addresses the needs of this population towards meeting the goal of obtaining and maintaining housing that is trauma-informed and victim-centered 	<p><i>e-snaps 4A1</i></p>	<p>4</p>	
<p>i.) Applicant describes specific plan to coordinate and integrate with other mainstream health, social services, and employment programs:</p> <ul style="list-style-type: none"> i. How applicant will assist program participants with obtaining and increasing employment income that will lead to successful exits from homelessness. ii. The type of mainstream services the applicant will assist participants with 	<p><i>e-snaps 4A2</i></p>	<p>4</p>	

obtaining to increase non-employment income.			
iii. The type of social services the applicant will provide access to and help participants obtain.			
iv. How the applicant will provide access to healthcare benefits and resources.			
j.) Applicant provides comprehensive list of supportive services given to support participants' successful placement and retention into permanent housing.	<i>e-snaps</i> 4A3, 4A4, 4A6, and 4A6	3	
k.) Applicant's estimated persons and households served is viable and aligns with the project description.	<i>e-snaps</i> 5A and 5B	3	
Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
l.) Project type is a funding priority and willing to serve any household type.	New Project Technical Review Attachment ³	10	
m.) Applicant submitted a Memorandum of Understanding with a Healthcare or Housing provider as described in the HUD NOFO	New Project Technical Review Attachment	10	
n.) Applicant received funding through the COSA Housing Bond RFP.	New Project Technical Review Attachment	3	
o.) Applicant attended a Grant Conference or completed online course and attended required technical assistance session with Close to Home.	New Project Technical Review Attachment	1	
p.) Applicant describes barriers to the program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	5	
q.) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	5	
r.) Applicant adequately describes implementation plan to follow local policies and procedures, including TX-500 CoC MOU, HMIS, CE, and Written Standards (must describe Housing First implementation in detail).	Local Application Question 3	5	

³ This document will be completed by Close to Home staff with information added from the applicant at the required technical assistance session for new projects.

s.) Applicant describes how the new project would improve at least 2 of our CoC's system performance measures (length of time homeless; returns to homelessness; number of homeless persons; job and income growth; first time homeless; or successful placement and retention of housing).	Local Application Question 4	20	
TOTAL		100	

New Project – Coordinated Entry

Section 1: Applicant Experience and Capacity			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a.) Applicant has experience effectively utilizing and leveraging federal funds and performing the activities proposed in the application: v. No experience (0 points) vi. >0 and <3 years (1 point) vii. >3 and <5 years (3 points) viii. >5 years (5 points)	<i>e-snaps</i> 2B1 and <i>e-snaps</i> 2B2	5	
b.) Applicant's fiscal management structure is in accordance with generally accepted accounting principles. Applicant describes internal controls and financial policies and procedures.	<i>e-snaps</i> 2B3	10	
c.) Applicant has no unresolved HUD monitoring or Office of Inspector General (OIG) audit findings for any HUD grants.	<i>e-snaps</i> 2B4	5	
Section 2: Project Description & Alignment with CE Regulations			
Scoring Descriptor	Reference Documents	Max Points	Final Score
d.) Applicant provides thorough description of project to include project plan for addressing coordinated entry needs, anticipated project outcome(s), coordination with other organizations, how the CoC Program funding will be used, describes barriers to participation faced	<i>e-snaps</i> 3B1	25	

<p>by persons of different races or those who are overrepresented in the local homeless population and identifies strategies to eliminate these barriers, and acknowledges the project will ensure privacy, respect, safety, and access regardless of gender identity or sexual orientation. If applying for DV Bonus, must include how survivors will be assisted in a way that address their needs and includes trauma-informed and victim-centered approach.</p>			
<p>e.) Applicant has a manageable and realistic plan for project milestones.</p>	<p><i>e-snaps 3B2</i></p>	<p>10</p>	
<p>f.) Applicant’s plan for implementing the project includes the following:</p> <ul style="list-style-type: none"> i. Acknowledgement that the coordinated entry process will cover the entire CoC geographic area (3B4a). ii. Acknowledgement that the coordinated entry process will be affirmatively marketed and easily accessible by those seeking assistance (3B4b). iii. An effective advertisement strategy that details how it will reach those with the highest barriers to accessing assistance, to include persons with disabilities and those with limited English proficiency (3B4c). iv. Acknowledgement that the coordinated entry process uses a comprehensive, standardized process (3B4d). v. A thorough description of the referral process and how it ensures participants are directed to appropriate housing and services in coordinated with CoC and ESG providers (3B4e). vi. Acknowledgement that the project only limits differences to those allowed in the Coordinated Entry Notice (3B4f). 	<p><i>e-snaps 3B4a – 3B4f</i></p>	<p>13</p>	
<p>g.) Acknowledgement that the project will refer persons to projects that coordinate and integrate health, social services, and employment program.</p>	<p><i>e-snaps 3B4g</i></p>	<p>2</p>	
<p>Section 3: Local TX-500 Application</p>			
<p>Scoring Descriptor</p>	<p>Reference Documents</p>	<p>Max Points</p>	<p>Final Score</p>
<p>h.) Project type is a funding priority.</p>	<p>New Project Technical Review Attachment</p>	<p>10</p>	

i.) Applicant attended the Grant Conference or completed the online course and attended the required technical assistance session with SARAH.	New Project Technical Review Attachment	5	
j.) Applicant describes the barriers to program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	5	
k.) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	5	
l.) Applicant completed required annual Coordinated Entry Assessment in accordance with HUD requirements and has plan for implementing necessary updates.	Local Application Question 3	3	
m.) Applicant updates and maintains local CE Policies and Procedures in a community-led and transparent way.	Local Application Question 4	2	
TOTAL		100	

New Project – Homeless Management Information System

Section 1: Applicant Experience and Capacity			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a) Applicant has experience effectively utilizing and leveraging federal funds and performing the activities proposed in the application: <ul style="list-style-type: none"> i. No experience (0 points) ii. >0 and <3 years (1 point) iii. >3 and <5 years (3 points) iv. >5 years (5 points) 	<i>e-snaps</i> 2B1 and <i>e-snaps</i> 2B2	5	
b) Applicant's fiscal management structure is in accordance with generally accepted accounting principles. Applicant describes internal controls and financial policies and procedures.	<i>e-snaps</i> 2B3	10	
c) Applicant has no unresolved HUD monitoring or Office of Inspector General (OIG) audit findings for any HUD grants.	<i>e-snaps</i> 2B4	5	

Section 2: Project Description & Alignment with HMIS Regulations			
Scoring Descriptor	Reference Documents	Max Points	Final Score
d) Applicant provides thorough description of project to include community needs, the design and implementation of the HMIS system, anticipated project outcome(s), coordination with other organizations, and how the CoC Program funding will be used.	<i>e-snaps 3B1</i>	15	
e) Applicant has a manageable and realistic plan for project milestones.	<i>e-snaps 3B2</i>	10	
f) Applicant will implement the HMIS project according to the following: <ul style="list-style-type: none"> i. Acknowledgement that the HMIS collects all required Universal Data Elements (4A1). ii. Acknowledgement that the HMIS produces HUD-required reports and provides data needed for HUD reporting (4A2). iii. Acknowledgement that the HMIS can generate all reports required by Federal partners, including HUD, VA, and HHS (4A3). iv. Acknowledgement that the HMIS provides the CoC with an unduplicated count of program participants receiving services in the CoC (4A4). v. Provides description of organization's process and stakeholder involvement for updating the HMIS Governance and HMIS Policies and Procedures (4A5). vi. Provides description of who is responsible for ensuring HMIS implementation meets all privacy and security standards as required by HUD and other federal partners (4A6). vii. Acknowledgement that the HMIS Lead conducts Security Training and follows up on security standards regularly (4A7). viii. Provides description of the CoC's policy and procedures for managing a breach of PII in HMIS (4A8). 	<i>e-snaps 4A</i>	20	
g) HMIS training dates suggest the project has the capacity to adequately train HMIS users.	<i>e-snaps 4B</i>	10	

Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
h) Project type is a funding priority.	New Project Technical Review Attachment	10	
i) Applicant attended the Grant Conference or completed online course and attended required technical assistance session with SARA.	New Project Technical Review Attachment	5	
j) Applicant describes the barriers to the program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	5	
k) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	5	
TOTAL		100	

First-Time Renewal Project

Section 1: Applicant Experience and Capacity			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a) Applicant has no unresolved HUD Monitoring or Office of Inspector General (OIG) Audit finding(s) concerning any previous grant term related to this renewal project.	<i>e-snaps 1.2</i>	20	
Section 2: Project Description, Housing Services, and Program Participants			
Scoring Descriptor	Reference Documents	Max Points	Final Score
b) Applicant provides thorough description of project to include target population(s) to be served, project plan for addressing the identified housing and supportive service needs, anticipated project outcome(s), coordination with other organizations, how the CoC Program funding will be used, and acknowledges the project will ensure privacy, respect, safety, and access regardless of gender identity or sexual orientation. If renewing with DV Bonus, must include how survivors will be assisted in a way that address their needs and includes trauma-informed and victim-centered approach.	<i>e-snaps 3B1</i>	20	
c) Applicant acknowledges they will operate their project by Housing First principles and quickly move participants into permanent housing with no barriers to entry, no preconditions, and will not terminate participants for lack of participation.	<i>e-snaps 3B3</i>	20	
Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
d) Applicant describes the barriers to program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	12	
e) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	12	

f) Applicant's written project policies and procedures align with the community's CoC and ESG Written Standards or has met with the CoC to prepare if project has not yet started.	Local Application Question 3	16	
g) Applicant adhered to local Coordinated Entry Policies and Procedures from last grant year or has met with the CoC to prepare if project has not yet started.	Local Application Question 4	10	
h) Applicant adhered to local HUD reporting deadlines from last grant year or has met with the CoC to prepare, if project has not yet started.	Local Application Question 5	10	
i) Applicant adhered to local HMIS data quality and security compliance from last grant year or has met with the CoC and HMIS Lead to prepare if project has not yet started.	Local Application Question 6	10	
j) Applicant has signed the MOU with the TX-500 Collaborative Applicant.	Local Application Question 7	10	
k) Applicant participated in the CoC Membership Council from last grant year or has met with the CoC to prepare, if project has not yet started.	Local Application Question 8	5	
l) Applicant participated in the 2023 Point-in-Time Count or has met with the CoC to prepare to participate in next year's PIT Count if project has not yet started.	Local Application Question 9	5	
m) BONUS: Applicant has identified a staff member to attend Homeless Response System Advisory Committee	Local Application Question 10	3	
n) BONUS: Applicant has identified a staff member(s) to attend Skilled Assessors Meeting	Local Application Question 11	2	
TOTAL		150	

Renewal Project

Section 1: Applicant Performance			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a.) Applicant submitted the previous year's Annual Performance Report (APR) on time.	<i>e-snaps</i> 1.1	3	
b.) Applicant has no unresolved HUD Monitoring or Office of Inspector General (OIG) Audit finding(s) concerning any previous grant term related to this renewal project.	<i>e-snaps</i> 1.2	5	

c.) Applicant drew funds down quarterly for their current renewal project.	<i>e-snaps</i> 1.3	5	
d.) Applicant had no funds remaining available for recapture by HUD for the most recently expired grant term related to this renewal project request.	<i>e-snaps</i> 1.4	5	
e.) TX-500 CoC Scorecard Metrics <ul style="list-style-type: none"> i. HMIS or Comparable Database Data Quality (data completeness, timeliness of data entry, annual assessment) (15-25 points) ii. Coordinated Entry⁴ (CE participation, CE prioritization compliance, CE referral acceptance rate) (15 points) iii. Ending Homelessness Measures as aligned with HUD System Performance Measures (length of time in project, rapid placement/retention in permanent housing, returns to homelessness 0-6 months, returns to homelessness 7-12 months, returns to homelessness 13-24 months, increase in cash and non-cash income) (60-70 points) 	2022 CoC Scorecard (January 1, 2022 – December 31, 2022)	100	
Section 2: Project Description, Housing Services, and Program Participants			
Scoring Descriptor	Reference Documents	Max Points	Final Score
f.) Applicant provides thorough description of project to include target population(s) to be served, project plan for addressing the identified housing and supportive service needs, anticipated project outcome(s), coordination with other organizations, how the CoC Program funding will be used, and acknowledges the project will ensure privacy, respect, safety, and access regardless of gender identity or sexual orientation. If renewing with DV Bonus, must include how survivors will be assisted in a way that address their needs and includes trauma-informed and victim-centered approach.	<i>e-snaps</i> 3B1	2	
g.) Applicant acknowledges they will operate their project by Housing First principles and quickly move participants into permanent housing with	<i>e-snaps</i> 3B3	5	

⁴ The CE metrics will only be pulled from January 1, 2022 – October 31, 2022 due to the changes in the CE referral process.

no barriers to entry, no preconditions, and will not terminate participants for lack of participation.			
Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
h.) Applicant's written project policies and procedures align with the community's CoC and ESG Written Standards.	Policies and Procedures Attachment	5	
i.) Applicant describes in detail how they maintain compliance with Housing First principles and the policies and procedures they've implemented in the past year to serve the highest-barrier program participants	Local Application Question 1	5	
j.) Applicant describes barriers to the program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 2	3	
k.) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 3	3	
l.) Applicant describes internal process for updating the project's policies and procedures when the CoC updates its Written Standards.	Local Application Question 4	2	
m.) Applicant describes internal procedures, including training, to ensure compliance with the local Coordinated Entry Policies and Procedures from last grant year.	Local Application Question 5	1	
n.) Applicant describes internal procedures to ensure compliance with local HUD reporting deadlines from last grant year.	Local Application Question 6	1	
o.) Applicant describes internal procedures, including training, to ensure compliance with local HMIS data quality, accuracy, and security from last grant year.	Local Application Question 7	1	
p.) Applicant complied with requirements outlined in the CoC MOU with the TX-500 Collaborative Applicant.	Local Application Question 8	1	
q.) Applicant staff attended annual required trainings for Equal Access Rule, Anti-Discrimination, and Emergency Transfer Plan.	Local Application Question 9	1	
r.) Applicant participated in the CoC Membership Council from last grant year.	Local Application Question 10	1	
s.) Applicant participated in the 2023 Point-in-Time Count.	Local Application Question 11	1	

t.) BONUS: Applicant has identified a staff member to attend Homeless Response System Advisory Committee	Local Application Question 12	3	
u.) BONUS: Applicant has identified a staff member(s) to attend Skilled Assessors Meeting	Local Application Question 13	2	
TOTAL		150	

Renewal Project – Coordinated Entry

Section 1: Applicant Performance			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a.) Applicant submitted the previous year's Annual Performance Report (APR) on time.	<i>e-snaps</i> 1.1	15	
b.) Applicant has no unresolved HUD Monitoring or Office of Investigator General (OIG) Audit finding(s) concerning any previous grant term related to this renewal project.	<i>e-snaps</i> 1.2	15	
c.) Applicant drew funds down quarterly for their current renewal project.	<i>e-snaps</i> 1.3	15	
d.) Applicant had no funds remaining available for recapture by HUD for the most recently expired grant term related to this renewal project request.	<i>e-snaps</i> 1.4	15	
Section 2: Project Description and CE Requirements			
Scoring Descriptor	Reference Documents	Max Points	Final Score
e.) Applicant provides thorough description of project to include project plan for addressing coordinated entry needs, anticipated project outcome(s), coordination with other organizations, how the CoC Program funding will be used, describes barriers to participation faced by persons of different races or those who are overrepresented in the local homeless population and identifies strategies to eliminate these barriers, and acknowledges the project will ensure privacy, respect, safety, and access regardless of gender identity or sexual	<i>e-snaps</i> 3B1	20	

orientation. If renewing with DV Bonus, must include how survivors will be assisted in a way that address their needs and includes trauma-informed and victim-centered approach.			
f.) Applicant acknowledges they will operate their project by Housing First principles and quickly move participants into permanent housing with no barriers to entry, no preconditions, and will not terminate participants for lack of participation.	<i>e-snaps 3B3</i>	10	
g.) Acknowledgement that the coordinated entry process will cover the entire CoC geographic area.	<i>e-snaps 3B4a</i>	5	
h.) Acknowledgement that the coordinated entry process will be affirmatively marketed and easily accessible by those seeking assistance.	<i>e-snaps 3B4b</i>	5	
i.) An effective advertisement strategy that details how it will reach those with the highest barriers to accessing assistance, to include persons with disabilities and those with limited English proficiency.	<i>e-snaps 3B4c</i>	10	
j.) Acknowledgement that the coordinated entry process uses a comprehensive, standardized process.	<i>e-snaps 3B4d</i>	5	
k.) A thorough description of the referral process and how it ensures participants are directed to appropriate housing and services in coordinated with CoC and ESG providers.	<i>e-snaps 3B4e</i>	10	
l.) Acknowledgement that the project only limits differences to those allowed in the Coordinated Entry Notice.	<i>e-snaps 3B4f</i>	5	
m.) Acknowledgement that the project will refer persons to projects that coordinate and integrate health, social services, and employment programs.	<i>e-snaps 3B4g</i>	5	
Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
n.) Applicant describes the barriers to program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	5.5	
o.) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	5.5	
p.) Applicant completed required annual Coordinated Entry Assessment in accordance	Local Application Question 3	2	

with HUD requirements and has plan for implementing necessary updates.			
q.) Applicant updates and maintains local CE Policies and Procedures in a community-led and transparent way.	Local Application Question 4	2	
r.) BONUS: Project is a required HUD component of the CoC Program.	N/A	5	
TOTAL		150	

Renewal Project – Homeless Management Information System

Section 1: Applicant Performance			
Scoring Descriptor	Reference Documents	Max Points	Final Score
a.) Applicant submitted the previous year’s Annual Performance Report (APR) on time.	<i>e-snaps</i> 1.1	15	
b.) Applicant has no unresolved HUD Monitoring or Office of Inspector General (OIG) Audit finding(s) concerning any previous grant term related to this renewal project.	<i>e-snaps</i> 1.2	15	
c.) Applicant drew funds down quarterly for their current renewal project.	<i>e-snaps</i> 1.3	15	
d.) Applicant had no funds remaining available for recapture by HUD for the most recently expired grant term related to this renewal project request.	<i>e-snaps</i> 1.4	15	
Section 2: Project Description and HMIS Requirements			
Scoring Descriptor	Reference Documents	Max Points	Final Score
e.) Applicant provides thorough description of project to include community needs, the design and implementation of the HMIS system, anticipated project outcome(s), coordination with other organizations, and how the CoC Program funding will be used.	<i>e-snaps</i> 3B1	25	
f.) Acknowledgement that the HMIS collects all required Universal Data Elements.	<i>e-snaps</i> 4A1	5	
g.) Acknowledgement that the HMIS produces HUD-required reports and provides data needed for HUD reporting.	<i>e-snaps</i> 4A2	5	

h.) Acknowledgement that the HMIS can generate all reports required by Federal partners, including HUD, VA, and HHS.	<i>e-snaps 4A3</i>	5	
i.) Acknowledgement that the HMIS provides the CoC with an unduplicated count of program participants receiving services in the CoC.	<i>e-snaps 4A4</i>	5	
j.) Applicant describes organization's process and stakeholder involvement for updating the HMIS Governance Charters and HMIS Policies and Procedures.	<i>e-snaps 4A5</i>	10	
k.) Applicant describes who is responsible for ensuring the HMIS implementation meets all privacy and security standards as required by HUD and other federal partners.	<i>e-snaps 4A6</i>	10	
l.) HMIS Lead acknowledges they conduct Privacy and Security Training and follow up on privacy and security standards on a regular basis.	<i>e-snaps 4A7</i>	5	
m.) Applicant describes CoC's policy and procedures for managing a breach of PII in HMIS.	<i>e-snaps 4A8</i>	10	
Section 3: Local TX-500 Application			
Scoring Descriptor	Reference Documents	Max Points	Final Score
n.) Applicant describes barriers to program faced by persons of different races or those overrepresented in the local homeless population and identifies strategies to eliminate these barriers.	Local Application Question 1	5	
o.) Applicant's organizational training, policies, and procedures include equity, anti-discrimination, inclusion, and accessibility principles.	Local Application Question 2	5	
p.) BONUS: Project is a required HUD component of the CoC Program.	N/A	5	
TOTAL		150	



Appendix C – CoC Program Project MOU

TX-500 CoC Program Project Memorandum of Understanding (MOU)

Between

Close to Home (TX-500 Collaborative Applicant)

and

Agency Name: _____

For Project(s) / Grant ID#(s): _____

Effective Dates: _____

CoC Program Fiscal Year (FY): _____

I. Purpose and Background

The purpose of this Memorandum of Understanding ("MOU") is to confirm agreements between the Continuum of Care ("CoC") agencies funded by the Department of Housing and Urban Development ("HUD") and the Collaborative Applicant for the CoC, Close to Home. This MOU defines the roles and specific responsibilities of each party relating to key aspects of the operation of the CoC.

This MOU is an effort to ensure a mutual understanding and strengthening of our partnership to ensure that everyone has a place to call home in San Antonio and Bexar County.

II. Authorization

CoC Authority

The CoC program is authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11381-11389). The program is designed to:

- Promote communitywide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers, States, and local governments to quickly rehouse homeless individuals (including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness;
- Promote access to and effective utilization of mainstream programs by homeless



- individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

A CoC is a geographically based group of representatives that carries out the planning responsibilities of the Continuum of Care program, as set out by regulation. The CoC is designed to address the critical problem of homelessness through a coordinated community-based process of identifying needs and building a system of housing and services to address those needs. The geographic jurisdiction of the South Alamo Regional Alliance is San Antonio/Bexar County.

Collaborative Applicant Designation

The CoC designates Close to Home as the Collaborative Applicant to manage the required HUD processes on its behalf to ensure the maximum amount of funds are received by the jurisdiction, that the CoC is following all applicable HUD rules and regulations, and that CoC-funded grantees are compliant and high-performing. Close to Home performs these tasks at the direction of the CoC Board of Directors.

III. Terms of Agreement

This MOU will adhere to the following agreements:

1. This MOU shall be effective upon adoption by each signatory agency and entity.
2. The Agency has 45 calendar days from the issuance of a new grant agreement to meet with Close to Home and execute a new MOU. The start date should reflect the grant agreement execution date coordinated with the Local HUD CPD Field Office for the CoC-funded project.
3. This agreement will renew automatically unless either party gives notification, but should be updated, reviewed, and signed annually prior to contract execution.
4. This MOU shall be reviewed and revised as needed to further implementation of strategic and long-term goals of the project.
5. This MOU can be expanded, modified, or amended, as needed, at any time by the consent of all agencies.
6. This MOU shall be in effect until the end of this project unless terminated by agreement in writing prior to the project end date.

IV. General Understandings

Close to Home, as the Collaborative Applicant will:

1. Maintain CoC policies and procedures and ensure they are transparently documented on the CoC website. Communicate changes to policies and procedures with CoC-funded agencies and assist with implementation.
2. Complete the Consolidated Application for HUD CoC Program funds on behalf of the community, including holding a fair and transparent local competition, communicating Grant Inventory Worksheet changes with the local HUD CPD field office, assisting recommended applicants with submitting final applications in *e-snaps*, and allowing adequate time for public comment on the CoC Application prior to submission;
3. Provide HUD policy guidance, technical assistance, and training to projects funded

- through the CoC Program, including coordinating technical assistance with the local HUD CPD field office;
4. Monitor performance of CoC-funded agencies and ensure robust accountability and improvement measures to address low performing projects through a documented process;
 5. Assist agencies with requesting grant amendments as outlined in the CoC Program Policies and Procedures;
 6. Coordinate with the HMIS Lead Agency to provide technical assistance to CoC-funded projects.
 7. Submit required federal reports on behalf of the CoC, , including the Point-in-Time Count, Housing Inventory Count, System Performance Measures, and the Longitudinal Systems Analysis;
 8. Administer the CoC Governance Structure, including coordination of the CoC Board, Membership Council, and committees. Support implementation and oversee system effectiveness and make recommendations to governing bodies when system barriers are identified; Ensure uniform application of Governance Bylaws and adopted guidelines to all members of the CoC governing bodies;
 9. Coordinate with Consolidated Plan Jurisdictions to develop and maintain local CoC and ESG Written Standards of Care, align project performance measures, respond to grievance appeals, and coordinate funding strategy;
 10. Support fundraising efforts of CoC-funded agencies;
 11. Advocate for ending and preventing homelessness;
 12. Provide direction and oversight through the development and periodic review and refinement of strategies, goals and objectives to end homelessness;
 13. Consider and recommend policy changes to the CoC Board regarding Continuum of Care strategies, funding allocations, funding awards, grant management, and grant performance;
 14. Serve as the Coordinated Entry Lead to operationalize and develop community-led strategies to improve the local Coordinated Entry System.

The CoC-Funded Agency will:

1. Inform Close to Home when the agency has entered into the final Grant Agreement for the CoC-funded project and provide a copy;
2. Inform Close to Home of the grant execution date and estimated project start date;
3. Complete CoC Program Onboarding with Close to Home staff, including development of a spending plan, requesting project set-up in HMIS (if applicable), and scheduling site visits;
4. Schedule spending plan to pay annual CoC dues to Close to Home at a rate of 1.75% of each CoC project grant within 90 days of final Grant Agreement execution. HUD CoC funds cannot be used to pay these costs. This is not applicable to YHDP and Special Unsheltered grants in the demonstration program;
5. Implement project as outlined in application. Any deviation from the project description, number of people served, population(s) served, budget, etc. must be approved by Close to Home and HUD, if applicable;
6. Ensure staff complete necessary training requirements, including HMIS and Homelink trainings (if applicable) and requirements outlined in the CoC and ESG Written Standards;
7. Sign Contributory HMIS Agreement with the HMIS Lead Agency and maintain data

- completeness and accuracy in accordance with HUD Data Standards and local HMIS Policies and Procedures. If the agency is a Victim Service Provider (VSP) by HUD's definition or receives funding that prohibits client data entry into HMIS, the agency cannot utilize HMIS. Agencies with these restrictions will maintain a comparable database aligned with HUD's HMIS Data Standards and will work with the CoC Lead and HMIS Lead to ensure client confidentiality, data accuracy, and data completeness;
8. Sign Homelink MOU with the Coordinated Entry (CE) Lead and follow HUD requirements of accepting all referrals through Homelink and following Housing First. If the agency is a Victim Service Provider (VSP) by HUD's definition or receives funding that prohibits client data entry into HMIS, the agency cannot utilize Homelink. Agencies with these restrictions agree to work with the CE Lead to determine the best process for the agency to coordinate with the CE system;
 9. Create and maintain program policies and procedures in alignment with HUD CFR, local CoC and ESG Written Standards, the Emergency Transfer Plan, Homelink Policies and Procedures, and HMIS Policies and Procedures. Ensure Close to Home has a copy on file;
 10. Designate an eLOCCS approving official to maintain oversight of the organization's eLOCCS accounts to help prevent security violations and delays in making draws. Submit eLOCCS reports to Close to Home to demonstrate timely drawdown of funds, as requested;
 11. Coordinate with Close to Home and HMIS Lead Agency during data clean-up and submissions for the Point-in-Time Count, Housing Inventory Count, System Performance Measures, and Longitudinal Systems Analysis;
 12. Coordinate as required with lived expertise boards to ensure equitable policies and procedures of project and improve program participant experience;
 13. Follow the process outlined in the CoC Program Policies and Procedures to submit any significant grant amendments or project changes to HUD;
 14. Attend at least 75% of CoC Membership Council Meetings;
 15. Maintain membership in at least one CoC Committee;
 16. Monitor project performance on an ongoing basis and follow performance Quality Improvement Plans when issued by the Collaborative Applicant or Board of Directors;
 17. Ensure 75% of CoC-Funded Program FTE's participate in the Annual Point-in-Time Count event as Team Leads;
 18. Maintain compliance with interim and final rules issued by HUD;
 19. Submit Annual Performance Report in Sage by required deadline. Unsheltered Special CoC grantees must submit quarterly reports as needed;
 20. Submit the final HUD Closeout Report to the local HUD CPD field office within the required HUD timelines and provide a copy to Close to Home.
 21. Informing Close to Home of significant staff and organizational changes;
 22. Informing Close to Home of HUD findings or deficiencies with the CoC-funded project.
 23. Will not represent the TX-500 CoC nor Close to Home without prior approval.
 24. Will not use the TX-500 CoC's logos without prior approval.

V. Confidentiality

All parties agree that they shall be bound by and shall abide by all applicable Federal or State statutes, laws, or regulations pertaining to the confidentiality of client records or information, including volunteers who access the Homeless Management Information System (HMIS). The parties shall not use or disclose any information about a recipient of the services provided under

Appendix D – CoC Program Performance Scorecards

Permanent Supportive Housing Scorecard

#	Metric	Benchmark	Max. Possible Points	Metric Value	Metric Population	How is this calculated?
1.1	Data Completeness	<= 2% = 15 points; <= 3% and >2% = 10 points; <=4% and >4% = 5 points	15	%	# missing data elements for # clients	The number of data elements that apply to all clients that are missing, as indicated by a NULL or data not collected, divided by the number of clients times the common UDEs (16).
1.2	Timeliness of Data Entry	<= 3 days = 5 points; > 3 days and <= 5 days = 2 points	5	Days	# entry records	The average number of days between enrollment member begin date and created date (for new enrollees) as well as the number of days between enrollment member end date and exit time stamp (for leavers).
1.3	Annual Assessment Completeness	0% = 5 points; < 10% and >0% = 2 points	5	%	# out of # clients due for exit	The percentage of clients that do not have an annual financial assessment where the enrollment anniversary date falls during the reporting time frame. Only clients that are HoH, were over 17 at time of entry, or were over 17 at the enrollment anniversary date with an enrollment length of over a year are included.
Metric 1 “HMIS Data Quality” Sub Total: 25 Points						
2.1	CE Participation	100% = 5 points; >= 90% and < 100% = 3 points	5	%	# out of # clients with open Homelink enrollment	The percentage of households that are on the Resource Eligibility List and have a CE Referral Event during the reporting time frame
2.2	Referral Acceptance Rate	>= 85% = 5 points; >75% and <85% = 2 points	5	%	# out of # clients accepted into project	This percentage is calculated by looking at the number of CE Referral Events that ended with the outcome of either 'Client refused program' or 'Cannot locate client using 2 different means' WHERE the associated client received a service FROM an Outreach, CY, or Emergency Shelter project within 7 days of the claim end date divided by the total number of claims that end during the time frame. The number 7-day window looks no further than the end of the

						time frame and no earlier than when the claim was opened.
2.3	Compliance with Prioritization	100% = 5 points; <= 90% and <100% = 3 points	5	%	# out of # referrals from Priority Pool	The percentage of referrals to this project that came from the Priority Pool during the reporting time frame
Metric 2 "CE Participation" Sub Total: 15 points						
3.2 ⁵	Exits to or Retention of Permanent Housing	>= 90% = 25 points; >=85% and <90% = 15 points; >=80% and <85% = 10 points	25	%	# clients	The number of clients that are either stayers or have a housing move-in date in all PH projects except PH-RRH and how many of those stayers or leavers exited to PH (based off of the HUD list of destinations) during the reporting time frame divided by the total number of clients with an open enrollment during the time reporting time frame.
3.3	Returns to Homelessness after Permanent Housing Outcome: (0 – 6 months)	<= 10% = 5 points; <=20% and >10% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to 180 days FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.4	Returns to Homelessness after Permanent Housing Outcome: (6 – 12 months)	<= 15% = 5 points; <=25% and >15% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to one year FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date

⁵ Note: There is no 3.1 metric on the PSH scorecard due to how the scorecard was originally built into HMIS.

3.5	Returns to Homelessness after Permanent Housing / TOTAL Returns to Homelessness : (12 – 24 months)	<= 20% = 5 points; <=30% and >20% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. All clients returning within the two years FROM the reporting start date are included divided by all PH exit clients within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.7	Overall Increase Income (Employment + Non-Employment)	>= 25% = 20 points; >= 20% and < 25% = 10 points; >=15% and <20% = 5 points	20	%	# clients	The number of adult clients, both leavers and stayers, which either gained or increased total income as indicated by their most recent HUD Financial assessment.
Metric 3 “System Performance Measures” Sub Total: 60 Points						
Total Maximum Points on Project Performance: 100 Points						

Rapid Rehousing Scorecard

#	Metric	Benchmark	Max. Possible Points	Metric Value	Metric Population	How is this calculated?
1.1	Data Completeness	$\leq 2\% = 10$ points; $\leq 4\%$ and $>2\% = 5$ points	10	%	# missing data elements for # clients	The number of data elements that apply to all clients that are missing, as indicated by a NULL or data not collected, divided by the number of clients times the common UDEs (16).
1.2	Timeliness of Data Entry	≤ 3 days = 5 points; > 3 days and ≤ 5 days = 2 points	5	Days	# entry records	The average number of days between enrollment member begin date and created date (for new enrollees) as well as the number of days between enrollment member end date and exit time stamp (for leavers).
1.3	Annual Assessment Completeness	$0\% = 5$ points; $< 10\%$ and $>0\% = 2$ points	5	%	# out of # clients due for exit	The percentage of clients that do not have an annual financial assessment WHERE the enrollment anniversary date falls during the reporting time frame. Only clients that are HoH, were over 17 at time of entry, or were over 17 at the enrollment anniversary date with an enrollment length of over a year are included.
Metric 1 "HMIS Data Quality" Sub Total: 20 Points						
2.1	CE Participation	$100\% = 10$ points; $\geq 90\%$ and $< 100\% = 5$ points	5	%	# out of # clients with open Homelink enrollment	The percentage of households that are on the Resource Eligibility List and have a CE Referral Event during the reporting time frame.
2.2	Referral Acceptance Rate	$\geq 85\% = 5$ points, $\geq 75\%$ and $<85\% = 2$ points	5	%	# out of # clients accepted into project	This percentage is calculated by looking at the number of CE Referral Events that ended with the outcome of either 'Client refused program' or 'Cannot locate client using 2 different means' WHERE the associated client received a service FROM an Outreach, CY, or Emergency Shelter project within 7 days of the claim end date divided by the total number of claims that end during the time frame. The 7-day window looks no further than the end of the time frame and no earlier than when the claim was opened.
2.3	Compliance with Participation	$100\% = 5$ points; $\leq 90\%$ and $<100\% = 3$ points	5	%	# out of # referrals from Priority Pool	The percentage of referrals to this project that came from the Priority Pool during the reporting time frame.

Metric 2 "CE Participation" Sub Total: 15 points						
3.1	Rapid Placement into Permanent Housing	< 30 days = 15 points; >= 30 days and < 60 days = 10 points; >=60 days and <90 days = 5 points	15	days	# clients	The average number of days between project start date and the housing move-in date based off of HoH data for all enrollments active during the reporting time frame. If there is no recorded Housing Move-in Date then the project exit date is used WHERE stay is truncated to a maximum of the reporting end date.
3.2	Exits to Permanent Housing	>= 90% = 20 points; >= 85% and <90% = 15 points; >= 80% and <85% = 10 points	20	%	# clients	The number of clients that are either stayers or have a housing move-in date in all PH projects except PH-RRH and how many of those stayers or leavers exited to PH (based off of the HUD list of destinations) during the reporting time frame divided by the total number of clients with an open enrollment during the time reporting time frame.
3.3	Returns to Homelessness after Permanent Housing Outcome: (0 – 6 months)	<= 10% = 5 points; <=20% and >10% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to 180 days FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.4	Returns to Homelessness after Permanent Housing Outcome: (7 – 12 months)	<= 15% = 5 points; <=25% and >15% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to one year FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.5	Returns to Homelessness after Permanent Housing / TOTAL Returns to Homelessness:	<= 20% = 5 points; <=30% and >20% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. All clients returning within the two years FROM

	(>13 – 24 months)					the reporting start date are included divided by all PH exit clients within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.7	Overall Increase Income (Employment + Non-Employment)	>= 50% = 15 points; >= 40% and < 50% = 10 points; >= 30% and < 40% = 5 points	15	%	# clients	The number of adult clients, both leavers and stayers, which either gained or increased total income as indicated by their most recent HUD Financial assessment.
Metric 3 “System Performance Measures” Sub Total: 65 Points						
Total Maximum Points on Project Performance: 100 Points						

Transitional Housing Scorecard

#	Metric	Benchmark	Max. Possible Points	Metric Value	Metric Population	How is this calculated?
1.1	Data Completeness	<= 2% = 15 points; <= 3% and >2% = 10 points; <=4% and >3% =5 points	15	%	# missing data elements for # clients	The number of data elements that apply to all clients that are missing, as indicated by a NULL or data not collected, divided by the number of clients times the common UDEs (16).
1.2	Timeliness of Data Entry	<= 3 days = 5 points; > 3 days and <= 5 days = 2 points	5	Days	# entry records	The average number of days between enrollment member begin date and created date (for new enrollees) as well as the number of days between enrollment member end date and exit time stamp (for leavers).
1.3	Annual Assessment Completeness	0% = 5 points; < 10% and >0% = 2 points	5	%	# out of # clients due for exit	The percentage of clients that do not have an annual financial assessment WHERE the enrollment anniversary date falls during the reporting time frame. Only clients that are HoH, were over 17 at time of entry, or were over 17 at the enrollment anniversary date with an enrollment length of over a year are included.
Metric 1 "HMIS Data Quality" Sub Total: 25 Points						
2.1	CE Participation	100% = 15 points; >= 90% and < 100% = 10 points; >=80% and <90% = 5 points	15	%	# out of # clients with open Homelink enrollment	The percentage of households that are on the Resource Eligibility List and have a CE Referral Event during the reporting time frame..
Metric 2 "CE Participation" Sub Total: 15 points						
3.1	Rapid Placement into Permanent Housing	<= 365 days = 5 points; >365 days and <= 547 days = 3 points	5	days	# clients	The average number of days between project start date and end date based off of HoH data for all PH exits (based off of the HUD list of destinations) during the reporting time frame. Only those enrollments with enrollment member end dates between the reporting time frame are included.

3.2	Exits to Permanent Housing	>= 90% = 20 points; >= 85% = 15 points; >= 80% = 10 points	20	%	# clients	The number of clients that are either stayers or have a housing move-in date in all PH projects except PH-RRH and how many of those stayers or leavers exited to PH (based off of the HUD list of destinations) during the reporting time frame divided by the total number of clients with an open enrollment during the time reporting time frame.
3.3	Returns to Homelessness after Permanent Housing Outcome: (0 – 6 months)	<= 10% = 5 points; <= 20% and >10% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to 180 days FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.4	Returns to Homelessness after Permanent Housing Outcome: (7 – 12 months)	<= 15% = 5 points; <=25% and >15% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. Clients that returned up to one year FROM their PH exit date are included divided by all clients with a PH exit within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.5	Returns to Homelessness after Permanent Housing / TOTAL Returns to Homelessness: (13 – 24 months)	<= 20% = 5 points; <=30% and >20% = 2 points	5	%	# clients	This calculation is based off of System Performance Measures' Measure 2 calculations. The earliest PH exit per client for the past 2 years is included WHERE recidivism is marked by an ES, TH, Outreach, or CY project enrollment. All clients returning within the two years FROM the reporting start date are included divided by all PH exit clients within the two years FROM the reporting start date. Reporting Start Date = Project Start Date
3.7	Overall Increase Income (Employment +	>= 65% = 20 points; >= 50% and < 65% = 10 points;	20	%	# clients	The number of adult clients, both leavers and stayers, which either gained or increased total income as indicated by their most recent HUD Financial assessment.

	Non-Employment)	>=40% and <50% = 5 points				
Metric 3 "System Performance Measures" Sub Total: 60 Points						
Total Maximum Points on Project Performance: 100 Points						

Victim Service Provider – Rapid Rehousing Scorecard

#	Metric	Benchmark	Max Pts	Metric Value	Metric Population	Metric Description
1.1	Data Completeness	<= 2% = 10 points; <= 4% = 5 points	10	%	# Missing Data Elements for # Clients	The number of data elements that apply to all clients that are missing, as indicated by a null or data not collected, divided by the number of clients times the common Universal Data Elements (16).
1.2a	Timeliness of Data Entry (Program Entry)	<= 3 days = 5 points; >3 days and <= 5 days = 2 points	2.5	days	# Entry Records	The average number of days between enrollment member begin date and enrollment created date (for new enrollees)
1.2b	Timeliness of Data Entry (Program Exit)	<= 2 days = 5 points	2.5	days	# Exit Records	The average number of dates between enrollment member end date and exit time stamp (for leavers).
1.3	Exit Assessment Completeness	0% = 5 points; < 10% = 2 points	5	%	# out of # Clients Due for Exit	The percentage of clients that do not have an exit assessment where the enrollment anniversary date falls during the reporting time frame. Only clients that are HoH, were over 17 at time of entry, or were over 17 at the enrollment anniversary date with an enrollment length of a year are included.
Metric 1 “HMIS Comparable Database Quality” Sub Total: 20 Points						
2.1	DV knowledge base	>90% = 15 points; < 89% and > 80% and = 10 points	15	%	# out of # Clients	The percentage of clients demonstrating their understanding of domestic violence based on the assessment tool administered by the DV case manager at the time of exit. Leavers only.
Metric 2 “Domestic Violence Safety Assessment” Sub Total: 15 points						
3.1	Rapid Placement into Permanent Housing	<30 days = 15 points; >=30 and <60 days = 10 points; >=60 days and <90 days = 5 points	15	days	# PH Clients (HoH Only)	The average number of days between enrollment start date and housing move-in date based off of HoH data for all RRH enrollments during the reporting time frame. Includes leavers and stayers.
3.2	Exits to Permanent Housing	>= 90% = 15 points; >= 85% = 10 points; >= 80% = 5 points	20	%	# Clients	The number of clients with a PH exit destination (based off of the HUD list of destinations) during the reporting time frame divided by the total number of clients with a project exit date during the time reporting time frame. Leavers only.
3.3	Returns to DV Project after Permanent	<= 10% = 5 points; <=20% and	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per

	Housing Outcome: (0 - 6 months)	>10% = 2 points				client for the past 2 years is included where recidivism is marked by project enrollment to this DV project. Clients that returned up to 180 days from their PH exit date are included divided by all clients with a PH exit within the two years from the reporting start date.
3.4	Returns to DV Project after Permanent Housing Outcome: (7 months – 12 months)	<= 15% = 5 points; <=25% and >15% = 2 points	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per client for the past 2 years is included where recidivism is marked by a project enrollment to this DV project. Clients that returned up to one year from their PH exit date are included divided by all clients with a PH exit within the two years from the reporting start date.
3.5	Returns to DV Project after Permanent Housing / TOTAL Returns to Homelessness: (13 months – 24 months)	<= 20% = 5 points; <=30% and >20% = 2 points	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per client for the past 2 years is included where recidivism is marked by a project enrollment to the DV project. All clients returning within the two years from the reporting start date are included divided by all PH exit clients within the two years from the reporting start date.
3.6	Overall Income Assessment (Earned Income + Cash Entitlements)	>= 50% = 10 points; >= 35% and < 50% = 5 points; >=30% and <40% = 3 points	15	%	# Clients	The number of adult clients, both leavers and stayers, which either maintained or increased total income as indicated by their most recent HUD Financial assessment. Note: 0 = 0 does not count as "maintained income"
Metric 3 "System Performance Measures" Sub Total: 65 Points						
Total Maximum Points on Project Performance: 100 Points						

Victim Service Provider – Transitional Housing Scorecard

#	Metric	Benchmark	Max. Pts.	Metric Value	Metric Population	Metric Description
1.1	Data Completeness	<= 2% = 10 points; <= 3% = 5 points; <=4% = 2 points	10	%	# Missing Data Elements for # Clients	The number of data elements that apply to all clients that are missing, as indicated by a null or data not collected, divided by the number of clients times the common UDEs (16).
1.2a	Timeliness of Data Entry	<= 3 days = 5 points; >3 days and <= 5 days = 2 points	5	days	# Entry Records	The average number of days between enrollment member begin date and enrollment created date (for new enrollees)
1.2b	Timeliness of Data Entry (Program Exit)	<= 2 days = 5 points	5	days	# Exit Records	The average number of dates between enrollment member end date and exit time stamp (for leavers).
1.3	Exit Assessment Completeness	0% = 5 points; < 10% = 2 points	5	%	# out of # Clients Due for Exit	The percentage of clients that do not have an exit assessment where the enrollment anniversary date falls during the reporting time frame. Only clients that are HoH, were over 17 at time of entry, or were over 17 at the enrollment anniversary date with an enrollment length of a year are included.
Metric 1 "HMIS Comparable Database Quality" Sub Total: 25 Points						
2.1	DV knowledge base	>90% = 15 points; < 89% and > 80% and = 10 points	15	%	# out of # Clients	The percentage of clients demonstrating their understanding of domestic violence based on the assessment tool administered by the DV case manager at the time of exit. Leavers only.
Metric 2 "Domestic Violence Safety Assessment" Sub Total: 15 points						
3.1	Average Length of Time in Program	<= 365 days = 15 points; >365 days and <=545 days = 10 points; >545 days and <=730 days = 5 points	5	days	# Clients (HoH Only)	The average number of days between enrollment member begin date and the reporting end date for all HoH clients with an open enrollment during anytime of the reporting time frame. Stayers and leavers.
3.2	Exits to Permanent Housing	>= 90% = 15 points; >= 85% = 10 points; >= 80% = 5 points	20	%	# Clients	The number of clients with a PH exit destination (based off of the HUD list of destinations) during the reporting time frame divided by the total number of clients with a project exit date during the time reporting time frame. Leavers only.

3.3	Returns to DV Project after Permanent Housing Outcome: (0 - 6 months)	<= 10% = 5 points; <=20% and >10% = 2 points	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per client for the past 2 years is included where recidivism is marked by a project enrollment to this DV Project. Clients that returned up to 180 days from their PH exit date are included divided by all clients with a PH exit within the two years from the reporting start date.
3.4	Returns to DV Project after Permanent Housing Outcome: (7 months – 12 months)	<= 15% = 5 points; <=25% and >15% = 2 points	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per client for the past 2 years is included where recidivism is marked by a project enrollment to this DV Project. Clients that returned up to one year from their PH exit date are included divided by all clients with a PH exit within the two years from the reporting start date.
3.5	Returns to DV Project after Permanent Housing / TOTAL Returns to Homelessness: (13 months – 24 months)	<= 20% = 5 points; <=30% and >20% = 2 points	5	%	# Clients	This calculation is based off of System Performance Measures: Measure #2 calculations. The earliest PH exit per client for the past 2 years is included where recidivism is marked by a project enrollment to this DV Project. All clients returning within the two years from the reporting start date are included divided by all PH exit clients within the two years from the reporting start date.
3.6	Overall Income Assessment (Earned Income + Cash Entitlements)	>= 25% = 10 points; >= 15% and < 25% = 5 points	20	%	# Clients	The number of adult clients, both leavers and stayers, which either maintained or increased total income as indicated by their most recent HUD Financial assessment. Note: 0 = 0 does not count as "maintained income"
Metric 3 "System Performance Measures" Sub Total: 60 Points						
Total Maximum Points on Project Performance: 100 Points						

Appendix E – Quality Improvement Plan (QIP)

CoC Program Quality Improvement Plan (QIP)

Agency:

Project:

Date:

During the FY__ CoC Program Funding Competition, _____'s renewal project was ranked in Tier _ with a score of ___/150 points. The Independent Review Team overrode the score on the application to ensure the project was included in Tier 1 to prevent a loss of renewal funding so long as the agency underwent a Quality Improvement Plan (QIP) to remedy the deficiencies, as outlined in TX-500 CoC Program Grant Policies and Procedures.

Performance Improvement Measure(s):

Performance Concerns:

Required Action(s) to Address Concerns:

Outcomes:

Duration of QIP: ____ days or when the project has satisfactorily met the requirements outlined in this QIP.

SARAH staff will report on _____'s progress at each CoC Board meeting until the end of the Project Quality Improvement Plan. If at ____ days, the project has not shown significant improvement at a level satisfactory to the CoC Board of Directors, the CoC Board of Directors will determine if the project will be involuntarily reallocated in the next funding cycle.

Signatures:

CoC Project's CEO

Date

SARAH Executive Director

Date

CoC Board of Directors President

Date