Permanent Supportive Housing (PSH)
Quarterly Performance Scorecard

AGENCY NAME:	
PROJECT NAME:	**PSH**
REPORTING PERIOD:	

Scorecard Summary

Rating Category	Maximum Points	Project Score *(This section auto-populates as card is completed)*
1. HMIS Data Quality	34	0
2. Project Performance	66	0
Total Points	**100**	**0**

The purpose of these Scorecards is for NWCEH CoC-funded projects monitor compliance and performance on a quarterly basis. Scores are generated from reports using ServicePoint, the local HMIS database. Data collected from reports is then entered into the Quarterly Performance Scorecard. Save this as a PDF to submit with your Scorecard. Agencies using a comparable database (e.g., Victim Service Providers) must provide the CoC HMIS Lead Agency documentation on how all data generated follows and matches the same reporting logic.

1. Overview of HMIS Data Quality Questions
► HMIS participation and data quality are priorities for both NWCEH and the U.S. Department of Housing and Urban Development (HUD). Accurate, complete and timely data is crucial to determine whether projects are contributing to ending homelessness.

2: Overview of Project Performance Questions
► Achieving program outcomes is crucial to ensure programs are making an impact and ending homelessness for their program participants.
► Assessing and monitoring project outcomes is also necessary to understand a program's rate of success and their contribution to meeting performance goals at the CoC level.

3: Scorecard Comments
► Use this space after completing scorecard to write any comments on your score.

#	Overview	Where to find information?	PROJECT ANSWER	Scoring Mechanism	Maximum Possible Pts	PROJECT SCORE
				1: HMIS Data Quality		
1.1	**Data Completeness** The CoC is monitored by HUD for HMIS data quality including completeness. *What is the projects' percentage of completed values on all HUD required data elements for the last quarter?*	ServicePoint > ART > Public Folder > Art Gallery Reports and Resources> Art Gallery Reports> 0252 Data Completeness Report Card (EE)v18> Tab A - Overall Percentage		*Percentage of Completed Values* • *99%-100% → 10 pts* • *97%-98% → 8 pts* • *95%-96% → 6 pts*	10	
1.2	**Timely APR Submission** Timely submission of APRs to HUD is important for the CoC as it impacts its CoC funding. *Did your project submit the last applicable APR within the required period, that is within 90 days of the end of your agency's operating yea*r?	To calculate, subtract the *Submission Date* minus the *End of the Operating Year* NWCEH will verify submission date in Sage.		*Timely APR Submission* • *APR submitted on time → 6 pts* • *APR not submitted on time → 0 pts*	6	

1.3	**Timeliness of Data Entry - Project Entry** The CoC and CoC-funded projects are monitored by HUD for data quality including timeliness in HMIS. HMIS Policies and Procedures require data to be input within 3 days of interaction with a client. *What % of entries were created in 3 days or less during the reporting peri*od?	To calcuate Rate of Timely Data Entry: 1. (# of Start Records in 3 days or less)/(Total # Start Records) To calculate 1: ServicePoint > Reports > CoC APR , or CoC CAPER> <u>6e Data Quality: Timeliness ></u> Number of Project Start Records		*Rate of Timely Data Entry = Project Entries:* • *91% - 100% → 6 pts* • *81% - 90% → 4 pts* • *71% - 80% → 2 pts*	6	
1.4	**Timeliness of Data Entry - Project Exit** The CoC and CoC-funded projects are monitored by HUD for data quality including timeliness in HMIS. HMIS Policies and Procedures require data to be input within 6 days of interaction with a client. *What % of exits were created in 6 days or less during the reporting peri*od?	To calcuate Rate of Timely Data Entry: 1. (# of Exit Records in 6 days or less)/(Total # Exit Records) To calculate 1: ServicePoint > Reports > CoC APR , or CoC CAPER> 6e Data Quality: Timeliness > Number of Project Exit Records		Rate of Timely Data Entry - Project Exits: • 91% - 100% → 6 pts • 81% - 90% → 4 pts • 71% - 80% → 2 pts	6	

1.5	**Timeliness of Data Entry: Annual Assessments** HUD requires CoC-funded projects to complete Annual Assessments no more than 30 days before or after the anniversary of the client's Project Start Date. *What percent of the Annual Assessments that were due during the reporting period were completed on time?*	ServicePoint > ART > Public Folder > Data Quality> Incongruity and Audit > Annual Review Audit Report v5- Calculate the percent of completed annual assessments		*Percent of Annual Assessments Completed on Time* • *100% → 6 pts* • *95%-99% → 4 pts* • *85%-94% → 2 pts*	6	
	0			**Total HMIS Data Quality**	34	0
			2: Project Performance			
2.1	**Retention and Successful Housing Placement from PSH** Successful housing outcomes are one of the most important measures of program success. *What is the percentage of persons that that exited to a permanent housing destination?*	ServicePoint > Reports > CoC APR , or CoC CAPER> 23c> Percentage of Total Persons Exiting to Positive Housing Destinations, and Number of Stayers		*Retention & Successful Housing Placement from PSH* • *91%-100 % → 18 pts* • *81%-90 % → 12 pts* • *71%-80 % → 8 pt*	18	

2.2	**Returns to Homelessness** Reducing returns to homelessness is one of the most important measures of program success.. *What is the percentage of persons returning to homelessness from PSH Project?*	ServicePoint > Reports > CoC APR , or CoC CAPER> 23c> Percentage of Total Persons Exiting to Temporary Destinations		*Returns to Homelessness* • *0%-9% → 14 pts* • *10%-19% → 10 pts* • *20%-29% → 6 pts*	14	
2.3	**Income Growth for Stayers** Improving someone's access to financial resources is crucial to reducing the person's vulnerability to homelessness. HUD is encouraging CoCs to increase program participants' income through the NOFO and System Performance Measures. *What is the percentage of adults who increased total income (earned and non-employment) over the reporting period?*	ServicePoint > Public Folder> SPMs (Modified)>SPM 0703		*Income Growth for Stayers* • *81-100 % → 8 pts* • *61-80 % → 6 pts* • *41-60 % → 4 pt* • *21-40 % → 2 pt*	8	

| 2.4 | **Income Growth for Leavers** Improving someone's access to financial resources is crucial to reducing the person's vulnerability to homelessness. HUD is encouraging CoCs, through the NOFO and System Performance Measures,to increase program participants' income.

What is the percentage of adults who increased total income (earned and non-employment) over the quarter? | ServicePoint > Public Folder> SPMs (Modified)>SPM 0703 | | *Income Growth for Leavers* • 81-100 % → 8 pts • 61-80 % → 6 pts • 41-60 % → 4 pt • 21-40 % → 2 pt | 8 | |

| 2.5 | **Bed Utilization Rate**
Bed utilization is important to ensure we are fully utilizing our inventory. The CoC and individual projects are scored by HUD on this measure in the NOFA, with CoCs that have less than 85% bed utilization not receiving any points.

What is the project's average bed utilization rate for the reporting period? | Bed utilization rate =
1. [Average persons served per night] /
2. [the "total beds" reported in the Project Application]

To calculate 1:
ServicePoint > Reports (not ART) > CoC APR > 7b - Point in Time Count of Persons on the Last Wednesday > Average the four point in times together to calculate the average number served > (January + April + July+ October) / 4 = Average Served

2. "Total Beds" is the number of beds in the project's most recent Project Renewal Application to HUD. ECHO can provide you with this number if you need it. | X / X = X% | *Bed Utilization Rate*
• 96-100 % → 10 pts
• 91-95 % → 5 pts
• 85-90 % → 3 pts | 10 | |

2.7	**Low-barrier admission policies** Low barrier admission policies are important to prevent screening out people for assistance because of perceived barriers to housing or services. Housing First practices are a requirement of all HUD CoC-funding recipients. The four components are: ***Income:*** *Are participants screened out based on having too little or no income?* ***Substance Use****: Are participants screened out based on an active or history of substance use?* ***Criminal Record:*** *Are participants screened out based on having a criminal record - with exceptions for HUD-mandated restrictions?* ***Domestic Violence:*** *Are participants screened out based on history of domestic violence (e.g. lack of a protective order, period of separation from abuser, or law enforcement involvement)?*	Refer to your housing program eligibility criteria-policies and procedures & answer accordingly. Please attach a copy of the program policy to this scorecard, indicating page where criteria is outlined.		*Low-barrier admission policies* • Program does not screen out on any of the criteria → 8 pts • Program screens out on any combination of the criteria→ 0 pts	8	
				Total Project Performance	**66**	0