



**Ending Community Homelessness Coalition (ECHO)  
Permanent Supportive Housing (PSH) Continuum of Care Project  
Quarterly Performance Scorecard** (Rev. 1/03/2019)

AGENCY NAME:	
PROJECT NAME:	
REPORTING PERIOD:	<b>2019 Quarter 1: 4/1/2018 - 3/31/2019</b>

**Scorecard Summary**

Rating Category	Maximum Points	Project Score <i>(This section auto-populates as card is completed)</i>
1. HMIS Data Quality	32	0
2. Project Performance	68	0
<b>Total Points</b>	<b>100</b>	<b>0</b>

The purpose of these Scorecards is for Austin/Travis County 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 ECHO 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
<b>1: HMIS Data Quality</b>						
<b>1.1</b>	<p><b>Data Completeness</b> The CoC is monitored by HUD for HMIS data quality including completeness.  <i>What is the projects' percentage of completed values on all HUD required data elements for the last quarter?</i></p>	ServicePoint > ART > Public Folder > CoC Project Performance Scorecards > "ECHO HMIS Data Completeness Report Card (CM)" > Tab A - Overall Percentage		<p><i>Percentage of Completed Values</i></p> <ul style="list-style-type: none"> <li>&gt; 99% → 8 pts</li> <li>&gt; 97% → 6 pts</li> <li>&gt; 95% → 3 pts</li> </ul>	8	
<b>1.2</b>	<p><b>Timely Submission of Data Completeness Reports</b> A <i>Data Completeness</i> report is due to ECHO on the 10th of each month.  <i>Out of the three Data Completeness reports due this quarter, what were the number of timely reports submitted to ECHO?</i></p>	Refer to emails sent to ECHO HMIS Director for submission dates. Compare submission dates to due dates.	X/3	<p><i>Number of Timely Data Completeness Reports</i></p> <ul style="list-style-type: none"> <li>3 out of 3 → 6 pts</li> <li>2 out of 3 → 4 pts</li> <li>1 out of 3 → 2 pts</li> </ul>	6	
<b>1.3</b>	<p><b>Timely APR Submission</b> Timely submission of APRs to HUD is important for the CoC as it impacts its CoC funding.  <i>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 year?</i></p>	To calculate, subtract the <i>Submission Date</i> minus the <i>End of the Operating Year</i>  ECHO will verify submission date in Sage.		<p><i>Timely APR Submission</i></p> <ul style="list-style-type: none"> <li>APR submitted on time → 6 pts</li> <li>APR not submitted on time → 0 pts</li> </ul>	6	

#	Overview	Where to find information?	PROJECT ANSWER	Scoring Mechanism	Maximum Possible Pts	PROJECT SCORE
1.4	<p><b>Timeliness of Data Entry</b></p> <p>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 5 business days of interaction with a client.</p> <p><i>What % of entry/exits were created in 6 days or less during the reporting period?</i></p>	<p>To calculate Rate of Timely Data Entry:</p> <ol style="list-style-type: none"> <li>[(# of Start Records in 6 days or less) + (# of Exit Records in 6 days or less)] /</li> <li>[(Total # Start Records) + (Total # Exit Records)]</li> </ol> <p>To calculate 1: ServicePoint &gt; Reports &gt; CoC APR &gt; 6e Data Quality: Timeliness &gt; Sum all Start and Exit records created in 6 days or less.</p> <p>To calculate 2: ServicePoint &gt; Reports &gt; CoC APR &gt; 6e Data Quality: Timeliness &gt; Sum all Start and Exit Records</p>		<p><i>Rate of Timely Data Entry:</i></p> <ul style="list-style-type: none"> <li>75% - 100% → 6 pts</li> <li>74% - 0% → 0 pts</li> </ul>	6	
1.5	<p><b>Timeliness of Data Entry: Annual Assessments</b></p> <p>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.</p> <p><i>What percent of the Annual Assessments that were due during the reporting period were completed on time?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; CoC Project Performance Scorecards &gt; "ECHO HMIS - Annual Assessments Calculator - 2019" &gt; Calculate the percent of completed annual assessments</p>		<p><i>Percent of Annual Assessments Completed on Time</i></p> <ul style="list-style-type: none"> <li>100% → 6 pts</li> <li>95-99% → 4 pts</li> <li>85-94% → 2 pts</li> </ul>	6	
<b>Total HMIS Data Quality</b>					32	0
<b>2: Project Performance</b>						
2.1	<p><b>Successful Housing Placement (exits or retentions) from PSH</b></p> <p>Successful housing outcomes are one of the most important measures of program success. It is also CoC Performance Measure 7.b.2.</p> <p><i>What is the percentage of persons that remained in the PSH project or exited to a permanent housing destination?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; CoC Project Performance Scorecards &gt; "0706 - Permanent Housing Placement-Retention Metric 7" &gt; Tab A - Summary &gt; Metric 7b.2 - Current Year Counts Percentage successful exits</p>		<p><i>Successful Housing Placement from PSH</i></p> <ul style="list-style-type: none"> <li>97-100 % → 12 pts</li> <li>94-96 % → 8 pts</li> <li>90-93 % → 4 pt</li> </ul>	12	
2.2	<p><b>Returns to Homelessness</b></p> <p>Reducing returns to homelessness is one of the most important measures of program success. It is also CoC Performance Measure 2.</p> <p><i>What is the percentage of persons returning to homelessness within 24 months of exiting to permanent housing?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; CoC Project Performance Scorecards &gt; "0701 - Exits to Permanent Housing with Return to Homelessness" &gt; Tab A - Summary &gt; Percentage of Returns in 2 Years</p>		<p><i>Returns to Homelessness</i></p> <ul style="list-style-type: none"> <li>0-4 % → 12 pts</li> <li>5-9 % → 8 pts</li> <li>10-15 % → 4 pts</li> </ul>	12	
2.3	<p><b>Income Growth for Stayers</b></p> <p>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 NOFA and System Performance Measures.</p> <p><i>What is the percentage of adults who increased total income (earned and non-employment) over the reporting period?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; CoC Project Performance Scorecards &gt; "0703 - Employment and Income Growth for CoC Funded Projects Metric 4" &gt; Tab A - Summary &gt; Metric 4.3 - Percentage of adults who increased total income</p>		<p><i>Income Growth for Stayers</i></p> <ul style="list-style-type: none"> <li>81-100 % → 8 pts</li> <li>61-80 % → 5 pts</li> <li>40-60 % → 3 pt</li> </ul>	8	

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2.4	<p><b>Income Growth for Leavers</b></p> <p>Improving someone's access to financial resources is crucial to reducing the person's vulnerability to homelessness. HUD is encouraging CoCs, through the NOFA and System Performance Measures, to increase program participants' income.</p> <p><i>What is the percentage of adults who increased total income (earned and non-employment) over the quarter?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; CoC Project Performance Scorecards &gt; "0703 - Employment and Income Growth for CoC Funded Projects Metric 4" &gt; Tab A - Summary &gt; Metric 4.6 - Percentage of adults who increased total income</p>		<p><i>Income Growth for Leavers</i></p> <ul style="list-style-type: none"> <li>• 91-100 % → 8 pts</li> <li>• 81-90 % → 5 pts</li> <li>• 71-80 % → 3 pt</li> </ul>	8	
2.5	<p><b>Bed Utilization Rate</b></p> <p>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.</p> <p><i>What is the project's average bed utilization rate for the reporting period?</i></p>	<p>Bed utilization rate =</p> <ol style="list-style-type: none"> <li>1. [Average persons served per night] /</li> <li>2. [the "total beds" reported in the Project Application]</li> </ol> <p>To calculate 1: ServicePoint &gt; Reports (not ART) &gt; CoC APR &gt; 7b - Point in Time Count of Persons on the Last Wednesday &gt; Average the four point in times together to calculate the average number served &gt; (January + April + July+ October) / 4 = Average Served</p> <p>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.</p>	X / X = X%	<p><i>Bed Utilization Rate</i></p> <ul style="list-style-type: none"> <li>• 96-100 % → 8 pts</li> <li>• 91-95 % → 5 pts</li> <li>• 85-90 % → 3 pts</li> </ul>	8	
2.6	<p><b>Coordinated Assessment (CA) Clients:</b></p> <p>Per 24 CFR 578.(a)(8), CoCs must establish and operate either a coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The purpose is to allocate assistance as effectively as possible, prioritizing services to those that need it the most.</p> <p><i>What was the percentage of new clients that were accepted into the project that had completed Coordinated Assessment?</i></p>	<p>ServicePoint &gt; ART &gt; Public Folder &gt; ART ECHO Data Quality (Report Cards) &gt; "ECHO HMIS New Clients CA Complete"</p>	X / X = X%	<p><i>Percentage of CA Clients:</i></p> <ul style="list-style-type: none"> <li>• 90-100% → 12 pts</li> <li>• ≤89% → 0 pts</li> </ul>	12	

#	Overview	Where to find information?	PROJECT ANSWER	Scoring Mechanism	Maximum Possible Pts	PROJECT SCORE
2.7	<p><b>Low-barrier admission policies</b> 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:</p> <p><b>Income:</b> <i>Are participants screened out based on having too little or no income?</i></p> <p><b>Substance Use:</b> <i>Are participants screened out based on an active or history of substance use?</i></p> <p><b>Criminal Record:</b> <i>Are participants screened out based on having a criminal record - with exceptions for HUD-mandated restrictions?</i></p> <p><b>Domestic Violence:</b> <i>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)?</i></p>	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.		<p><i>Low-barrier admission policies</i></p> <ul style="list-style-type: none"> <li>• Program does not screen out on any of the criteria → 8 pts</li> <li>• Program screens out on any combination of the criteria→ 0 pts</li> </ul>	8	
<b>Total Project Performance</b>					<b>68</b>	<b>0</b>