



Austin/Travis County CoC Performance Scorecard Appeal Policy and Procedure

Adopted by Membership Council on 1/6/2020

The CoC-funded projects are monitored for performance each quarter using the CoC Performance Scorecard. The intent of the Scorecard is to identify programmatic strengths and areas of improvement. The Performance Scorecards offer a transparent and consistent process for evaluating the performance of all CoC-funded projects in Austin / Travis County.

To ensure consistent and fair treatment, the Scorecard Appeal Policy and Procedure outlines the circumstances and methods by which an agency may appeal the results of their Performance Scorecard for their funded project(s).

Agencies must use the *Quarterly Performance Scorecard Appeal Form* to appeal results for individual project scores within the required timeframe each quarter. Failure to use the form or failure to complete it accurately may result in a delayed response or a denial of the appeal. Agencies may not skip any step in the process listed below.

Agencies may wish to appeal the results of their Performance Scorecard if they disagree with any component of the results or believe the results are miscalculated. This includes any revisions made by ECHO staff during the review process while evaluating reports generated in the local Homeless Management Information System (HMIS).

The appeal process only applies to the current reporting timeframe. Agencies are not able to retroactively appeal Scorecard results beyond the most recent submission.

The Appeal Process includes the following:

Step 1:

Each agency submits Performance Scorecard(s) and supporting materials to ECHO. ECHO reviews scorecard materials received by CoC-funded projects and releases Preliminary Performance Scorecards to project leadership within 10 business days after the submission deadline. Agencies can appeal scores on their Preliminary Performance Scorecard by submitting an Appeal Form to ECHO staff and the HUD CoC and ESG Committee Chair(s) within 7 business days.

- ECHO Staff
 - HMIS Specialist: [Norman Harris](#)
 - HMIS Director: [Melissa Wheeler](#)
 - Director of Community Planning: [Laura Evanoff](#)
- HUD CoC and ESG Committee Chairs: [Erin Whelan](#) & [Kali Holyfield](#)



Step 2:

Appeal requests will be discussed and voted on during the following CoC and ESG Committee meeting as documented in meeting minutes. Any revisions made to the project's Performance Scorecard will be documented. ECHO will provide a final response to the appeal by email and include the most recent version of the project's Performance Scorecard.

Step 3:

If the project is not satisfied with the appeal response made by the CoC and ESG Committee, the project may submit an appeal within 5 business days to the Membership Council by emailing the Appeal Form to the follow persons:

- **Membership Council Chairs:**
 - Chair: [Dr. Virginia Brown](#)
 - Co-Chair: [Christy Moffett](#)
- **ECHO Staff:**
 - VP of Strategic Planning and Partnerships: [Kate Moore](#)
 - Director of Community Planning: [Laura Evanoff](#)
 - HMIS Director: [Melissa Wheeler](#)
 - HMIS Specialist: [Norman Harris](#)
- **HUD CoC and ESG Committee Chairs:**
 - [Erin Whelan](#)
 - [Kali Holyfield](#)



STEP	PROCESS
Scorecard Requested by ECHO	<p>Reminder will be emailed by the end of the first week in which a new quarter has begun.</p> <p><u>Example:</u> End of reporting period for Q2 is June 30th. ECHO will send email reminder to project leadership by July 1-6.</p>
Final Data Entry and Running Reports	<p>If agencies are following HMIS guidelines, all data for the reporting period should be entered within 6 business days after the reporting period ends.</p> <p><u>Example:</u> Remind all case managers to enter data by July 6th. Run reports by the end of the 2nd week in the month.</p>
Scorecard Submissions Due to ECHO	<p>Completed Scorecards are to be submitted by the end of the month with scorecard as an excel document and report attachments as PDFs.</p> <p><u>Example:</u> July 31st - gives agencies a month to complete and submit Scorecards.</p>
ECHO internal review deadline	<p>ECHO will have two weeks (10 business days) after the submission deadline to review Scorecards. If reports are submitted before the deadline, ECHO staff may review reports and submit Scorecards in advance (without all project rankings). Projects are encouraged to complete reports before deadlines as this will allow additional time for Technical Assistance, if needed.</p> <p><u>Example:</u> July 31st is last day to submit scorecards to ECHO. Then Aug 14th would be the deadline for ECHO to submit reviewed Scorecards.</p>
Reviewed Scorecards Released by ECHO	<p>ECHO will email reviewed Scorecards to agencies noting any changes to original scores and reason for change. This step is contained within the internal review deadline.</p>
Appeal to CoC and ESG Committee	<p>Agencies have 7 business days to appeal. If an appeal isn't received within 7 business days, the appeal process will close. Appeals will be added to the CoC and ESG Committees meeting agenda with the appeal request attached.</p> <p>Appeal will be discussed during meeting and approved or denied through voting.</p>
ECHO sends Appeal Confirmation	<p>ECHO will provide a final response to the appeal by email within 5 business days of receipt from the committee and include the most recent version of the project's Performance Scorecard.</p>
Appeal to Membership Council	<p>If the project is not satisfied with the appeal response made by the CoC and ESG Committee, the project may submit an appeal within 5 business days to the Membership Council and placed on the next meeting agenda. Membership Council can choose to delegate this review authority to a subcommittee.</p>
Final Scorecards Released	<p>Final results of program Performance Scorecards should be available within 3 months after the reporting period ends.</p>



Austin/Travis County CoC Quarterly Performance Scorecard Appeal Form

Agency:			
Project Name:			
Project Staff:			
Scorecard Quarter:	<input type="checkbox"/> Q1 (Jan 1- March 31)	<input type="checkbox"/> Q2 (April 1- June 30)	
	<input type="checkbox"/> Q3 (July 1- September 30)	<input type="checkbox"/> Q4 (October 1- December 31)	

Please indicate all domains in which you are submitting an appeal for:

QUARTERLY PERFORMANCE SCORECARD DOMAINS:			
Data Completeness		Return to Homelessness	
Timely Submission of Data Completeness Reports		Income Growth for Stayers	
Timely APR Submission		Income Growth for Leavers	
Timeliness of Data Entry		Bed Utilization Rate	
Timeliness of Data Entry: Annual Assessments		CA Clients	
Successful Housing Placements		Low-barrier admission policies	

Describe the reasons in which an appeal is necessary. Include any necessary attachments that support your position and explain attached materials (if necessary).

Reason for Appeal
<i>Comments:</i>

Please indicate the level at which you are currently appealing:

- Appeal to CoC & ESG Committee
- Appeal to Membership Council (only if appeal is unresolved following CoC & ESG Committee decision)

Person Completing Appeal on behalf of project	Date
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