

Targeted Outreach & Program Navigation Scoring Guide

| Points | Proposed Question/Scoring Breakdown | |
|-------------------------|-------------------------------------|---|
| 4 | <i>bonus</i> | Annual Budget |
| 10 | 1 | Applicant Description |
| 8 | 2 | Black-Led Organizations |
| 8 | 3 | Plan for Utilization of Funding |
| 8 | 4 | Effectiveness & Uniqueness of Agency Services |
| 8 | 5 | Partnership and Collaboration |
| 4 | 6 | Feedback from Participants |
| 4 | 7 | Lived Experience |
| 50 = TOTAL SCORE | | |

Base Scoring Scale

0 – Incomplete

Applicant either did not answer the question or gave an incomplete response to the question.

1 – Unsatisfactory

Applicant gave an answer to the question, but the response was vague and/or lacked detail.

2 – Okay

Applicant gave an okay response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 – Good

Applicant gave a good response that meets all scoring considerations.

4 – Excellent

Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring considerations. Answer goes above and beyond.

Applicant Information:

Applying Agency Name:

What is your agency’s annual budget for FY2024?

Primary Contact Information:

Contact Name:

Contact Title:

Contact Email Address:

Contact Phone Number:

| Eligibility Criteria | |
|--|--|
| Application Question and Scoring Considerations | Points/Scoring Guidance |
| <p><i>Does your agency either have an IRS 501(c)(3) non-profit status OR a fiscal sponsor for this grant application? (If yes to having a fiscal sponsor, please also provide a name of the fiscal sponsor agency.)</i></p> <p>Required Attachments: <i>Please attach documentation showing your agency’s annual budget for FY2024 & your agency or fiscal sponsor’s non-profit status (e.g., IRS non-profit determination letter)</i></p> <p>Scoring Notes:</p> | <p>If applicant answers “No” or does not provide required attachment, the application will not be reviewed and scored.</p> |

| 1. Applicant Description | |
|---|--|
| Application Question and Scoring Considerations | Points/Scoring Guidance |
| <p><i>Please provide a detailed description of the applicant agency, including:</i></p> <ul style="list-style-type: none"><i>Mission (including specific target populations or subpopulations, if any)</i><i>Types of services provided (please note if you already provide outreach and/or program navigation services)</i><i>Primary geographic area that the applicant agency currently works within</i> | <p>0 (Incomplete): Applicant either did not answer this question or gave an incomplete response to the question.</p> <p>1 (Unsatisfactory): Applicant gave an answer to the question, but the response</p> |

- *Whether current services are actively participating in HMIS (**Note: You can still apply if you are not currently participating in HMIS.)*

Scoring Considerations:

- Does the agency’s mission & values align with those of the Homeless Response System?
- Has the agency already done these types of services (or comparable services) before?
- Does the agency already work within Austin/Travis County?
- Does the agency provide a description that gives confidence in their ability to fulfill the Scope of Work (attached)?

Scoring Notes (optional):

Total Base Score: ____/4
(Multiply by 2.5 for final score): ____/10

was vague and/or lacked detail.

2 (Okay): Applicant gave an okay response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 (Good): Applicant gave a good response that meets all scoring considerations, including previous experience providing outreach and/or program navigation services.

4 (Excellent): Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring considerations, including previous experience providing outreach and/or program navigation services. Answer goes above and beyond.

2. Black-Led Organizations

Application Question and Scoring Considerations

Points/Scoring Guidance

- a) *Does your organization’s Executive Director identify as Black or African American?*
- b) *Does at least 50% of your Board of Directors identify as Black or African American?*
- c) *Does at least 50% of your agency staff identify as Black or African-American?*

Scoring Notes:

Total Base Score: ____/8

0 (not Black-led): Applicant either did not answer this question or gave a “No” response to any question a-c.

4 (partially Black-led): Applicant gave a “Yes” response to a&b OR a&c

8 (Black-led): Applicant gave a “Yes” response to all questions a-c.

3. Plan for Utilization of Funding

Application Question and Scoring Considerations

Points/Scoring Guidance

Please describe your plan for either expanding current Outreach Services, or creating a new Targeted Outreach and Program Navigation program with this funding, including:

- *If you will need to hire new staff to fill the funded positions, please describe the plan and timeline for doing so.*
- *Timeline for when outreach and navigation services will become available.*

Scoring Considerations:

- Has the agency already done these types of services (or comparable services) before?
- Does the agency have a clear plan to expand services or create new services (especially if for the first time)?
- Does the agency have a specific timeline for when services will become available?
- Is the proposed timeline reasonable?

Scoring Notes (optional):

Total Base Score: ____/4
(Multiply by 2 for Final Score): ____/8

0 (Incomplete): Applicant either did not answer this question, gave an incomplete answer to the question.

1 (Unsatisfactory): Applicant gave an answer to the question, but the response was vague and/or lacked detail.

2 (Okay): Applicant gave an okay response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 (Good): Applicant gave a good response that meets all scoring considerations.

4 (Excellent): Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring considerations. Answer goes above and beyond.

4. Effectiveness & Uniqueness of Agency Services

Application Question and Scoring Considerations

Points/Scoring Guidance

What makes this funding to your agency uniquely effective? How would your specific agency/program be uniquely able to serve under-served populations or under-served physical areas?

Scoring Consideration:

- Does the agency identify unique strategies (e.g., provide services outside of normal business hours) to serve under-served populations, particularly those who may be distrustful of/discouraged with the Homelessness Response System? (e.g., people who are chronically unhoused and living with multiple disabling conditions)
- Does the agency identify unique strategies (e.g., weekly outreach schedule to the Eastern Crescent) to serve in under-served physical areas?
- Does the agency provide specific examples of what would make this funding uniquely effective? (e.g., prior experience providing outreach to underserved populations/physical areas)

Scoring Notes (optional):

Score: ____/4

(Multiply by 2 for Final Score): ____/8

0 (Incomplete): Applicant either did not answer this question or gave an incomplete answer to the question.

1 (Unsatisfactory): Applicant gave an answer to the question, but the response was vague and/or lacked detail.

2 (Okay): Applicant gave an okay response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 (Good): Applicant gave a good response that meets all scoring considerations.

4 (Excellent): Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring considerations. Answer goes above and beyond.

5. Partnership and Collaboration

Application Question and Scoring Considerations

Please describe your plan for partnership or collaboration with any other organizations in order to achieve the core activities of Targeted Outreach and Program Navigation.

****NOTE:** All staff members must be employed or contracted through the awarded agency. All other eligible activities may be subcontracted/performed through collaboration/partnership.

Scoring Considerations:

- Does the agency describe a clear plan for ongoing collaboration with ECHO as system coordinator and with the PSH Providers to ensure a warm transition into PSH?
- Does the agency describe a clear plan for an ongoing, authentic partnership & collaboration with other organizations willing/able to partner/collaborate? (e.g., execution of MOUs to formalize partnerships)
- Does the agency name other organization(s) within and/or outside of the Homelessness Response System (HRS) that are in clear alignment with the HRS's mission and values?
- Does the agency's plan demonstrate its willingness for ongoing relationship/collaboration-building (e.g., versus engaging in "turf wars") with other agencies interested in ending homelessness?

Scoring Notes (optional):

Total Base Score: ____/4

(Multiply by 2 for Final Score): ____/8

Points/Scoring Guidance

0 (Incomplete): Applicant either did not answer this question or gave an incomplete answer to the question.

1 (Unsatisfactory): Applicant gave an answer to the question, but the response was vague and/or lacked detail.

2 (Okay): Applicant gave a decent response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 (Good): Applicant gave a good response that meets all scoring considerations, but does not describe partnerships with other organizations beyond ECHO and PSH Providers.

4 (Excellent): Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring consideration, including describing partnerships with other organizations beyond ECHO and PSH Providers.

6. Feedback from Participants

Application Question and Scoring Considerations

Points/Scoring Guidance

Please describe how your agency identifies areas for improvement and improves service delivery through feedback from past and current program participants. In your response, please include:

- *Specific examples of suggestions made by clients that resulted in your program making specific changes to its operations*
- *Your formal process for collecting client feedback, including the frequency with which it occurs, evidence of robust/concrete agency responses to that feedback*

Note: “formal process” means a process that is codified in policies and procedures, that occurs routinely, and that is shared with clients (e.g., clients know about this process)

If you have not previously solicited feedback from clients that you have used to change program operations, please describe your plan for how you will do so in the future.

Scoring Considerations:

- Does the agency provide specific examples of suggestions made by clients that resulted in its program making specific changes to its operations?
- Does the agency either already have a formal process in place for collecting client feedback on an ongoing basis OR describe a specific plan to start soliciting client feedback?

Scoring Notes (optional):

0 (Incomplete): Applicant either did not answer this question or gave an incomplete answer to the question.

1 (Unsatisfactory): Applicant gave an answer to the question, but the response was vague and/or lacked detail, or the response seems impractical.

2 (Okay): Applicant gave a decent response but did not include sufficient level of detail, or otherwise has some aspects that need improvement.

3 (Good): Applicant gave a good response that meets all scoring considerations.

4 (Excellent): Applicant has an extremely clear, detailed, and strong response to the question that meets all scoring considerations. Answer goes above and beyond.

Score: ____/4

7. Lived Experience

Application Question and Scoring Considerations

Points/Scoring Guidance

What percentage of your overall agency staff identify as people with lived experience of homelessness (PLE)?

Scoring Considerations:

- **See scoring breakdown**

Scoring Notes (optional):

Score: _____/4

0: 0% identifies as PLE

1: 1-20 % identify as PLE

2: 21-40% identify as PLE

3: 41-60% identify as PLE

4: 61% or more identify as PLE