

## **Bergen County Continuum of Care Local CoC Funding Selection Process**

The Performance and Evaluation Committee is responsible for selecting projects that will be eligible to apply for funding through the annual Continuum of Care (CoC) Application released by the Department of Housing and Urban Development (HUD). This committee will determine which projects will be supported for funding and the funding level each project will be able to apply for based on the selection process outlined below.

### **Performance and Evaluation Committee Membership**

The Performance and Evaluation Committee membership will be composed of any interested member of the CoC Leadership Committee that would not be applying for funding through the Continuum of Care Process. All members must declare there is no conflict of interest in participating in this committee. The Chair of this committee will be the CoC Lead Agency, the Bergen County Division of Community Development.

### **Overview of Selection Process**

Each year, the Performance and Evaluation Committee will collect information about new and renewal projects seeking funding through the Continuum of Care. The Committee will collect information about each project through the Local Concept Paper, Monitoring Process, and Performance Review. Each project will receive a score for each of the three areas, which will then be combined by the Performance and Evaluation Committee. Once these final, combined scores are calculated, the Review Committee will use these scores to rank each project and determine final funding levels based on the NOFA released by HUD. The Committee will then notify each agency as to its rank and level of funding, and will provide feedback as to how the decision was made.

### **Local Selection Process**

#### Local Concept Paper

Renewal Projects:

- Upon release of the Final Grant Inventory Worksheet (GIW) the Performance and Evaluation Committee will release the Continuum of Care Concept Paper and Scoring Criteria for completion.
- Any agency interested in applying for renewal funding through the CoC will be required to submit a concept paper by the date specified on the announcement.
- Concept papers will be used to collect information focused on the agency's ability to implement the requested project, the project's target population and the willingness of the agency to coordinate with local planning efforts.
- Once all submissions have been received, the Performance and Evaluation Committee will review and score each submission based on the Scoring Criteria that was released with the Concept Paper.
- The Performance and Evaluation Committee has the ability to ask any agency to come in and present if they feel there was not enough information provided or if there were any questions related to the Concept Paper, Monitoring Report or Performance Review that was completed
- Any renewal project that does not submit the concept paper on time will lose an automatic 5 points from their Concept Paper Score.

- Any renewal project that does not submit a concept paper for their project, after a late notice reminder, will not be considered for funding.

#### New Projects:

- After the release of the HUD NOFA, the Performance and Evaluation Committee will release the Continuum of Care Concept Paper and Scoring Criteria for new project applicants. The release will include any local or HUD specified funding priorities and an estimate on the amount available for new projects.
- Any agency interested in applying for new funding through the CoC will be required to submit a concept paper by the date specified on the announcement.
- All agencies submitting new project applications will be required to do a brief presentation for the Performance and Evaluation Committee to provide any additional information about the new project application and to answer any questions the Committee may have.
- After all presentations are complete, the Performance and Evaluation Committee will review and score each submission based on the Scoring Criteria that was released with the Concept Paper.

A mandatory Technical Assistance Training will be provided to all agencies that have an intent to apply for new or renewal funding. This training will review the concept paper and what the Performance and Evaluation Committee is looking for when reviewing the submissions. Any agency that will be submitting a concept paper is required to attend, and those that do not attend the training will not be considered for funding.

#### Monitoring and Performance Evaluation

Prior to final funding decisions and ranking, all renewal projects will have a monitoring and performance evaluation complete, that will follow the process outlined in the Performance and Monitoring Procedures document.

#### Final Project Selection and Announcements

- After all new and renewal project concept papers have been scored and the scores are collected from the monitoring and performance evaluation for each project, the Performance and Evaluation Committee will combine all three to create the Final Project Score.
- This final project score will be used to rank the projects for final funding determination
- Based on the ranking and any funding restrictions outlined in the HUD NOFA, the Performance and Evaluation Committee will make a final determination on the level of funding each project will be able to apply for
- Decisions will be made based on majority vote
- After final funding levels have been determined, the CoC Lead will notify each agency individually, specifying the rank and level of funding for each new and renewal project that was applied for. The notification will also provide an explanation of how the Performance and Evaluation Committee came to its determination and the action the agency can take if interested in trying to appeal the decision of the Committee
  - The CoC Lead will notify all agencies no later than 10 days after the final deadline for all new and renewal Concept Papers has passed

## **Appeals Process**

Any agency that has been denied funding or received reduced funding through the local selection process may appeal the decision to the review committee. To submit an appeal, the agency must submit an appeals letter to the CoC Lead within 5 business days from receipt of the funding notification letter. The appeals letter must include the name of the project and the amount of funding originally requested, as well as a description of the grounds for appeal.

Upon receiving the appeal letter, the review committee will have 10 business days to review the information provided by the agency and provide the agency with the final appeal decision. The decision provided to the agency will include the discussion that occurred among the review committee members as well as detailed reasons for the appeal decision. The CoC Lead will keep detailed information on all review committee decisions, including those that are appealed.

**Bergen County Continuum of Care  
FY2015 Continuum of Care Concept Paper**

**FY2015 Concept Paper specifications:**

- Concept Papers will be accepted for agencies looking for new or renewal Continuum of Care funding for any of the following program types: permanent housing, transitional housing, HMIS and support service only programs. While concept papers will be accepted for all program types, funding decisions will be based on the project evaluation criteria, performance standards, local monitoring findings, as well as any restrictions placed on funding by HUD in the FY2015 NOFA.
- Completed Concept Papers should be submitted by **May 22, 2015** via email to Angela Drakes at [cdapp@co.bergen.nj.us](mailto:cdapp@co.bergen.nj.us)
- **Late submissions will receive an automatic deduction of 5 points from the total application score**
- The Review Committee will review the concept papers on a date to be determined. The Committee, which will be made up of entities not applying for FY2015 funding, will determine the ranking of the projects based on the factors mentioned above.
- All agencies that submit a concept paper should be prepared to provide additional information or make a brief presentation to the Review Committee if the Committee feels there is not enough information to make a ranking determination.

**FY2015 CoC Concept Paper should include:**

1. **Project Budget and Match/Leveraging Worksheet**
2. **Concept Paper Narrative**

**Concept Paper Instructions:**

**1. Project Budget and Match/Leveraging Worksheet:**

Applicants should use the Budget and Match/Leveraging Worksheet that was provided to provide the budget, match and leveraging information for the project. For purposes of completing the project budget it is important to remember that:

- If you are a renewal project, the budget requested should not exceed the previous funding amount awarded, (unless you have a first time rental assistance renewal in which there is an allowed 7% admin cost or if the FMR has increased since the original award).
- Match should equal 25% of the total budget requested. This includes admin but does not include any leasing funds. The match can be cash, in-kind, or a combination of the two.
- Leveraging is any funds available for the program above the 25% match. Again, leveraging funds can be cash, in-kind, or a combination and can be provided by the agency applying for the grant or an agency they are collaborating with. A worksheet is attached to further explain what should be considered match and leveraging for the application purposes. In order to obtain the maximum points for leveraging, the Continuum is looking for agencies to provide 150% in leveraging funds.

## 2. Concept Paper Narrative:

Please answer the following questions as they relate to the project requesting the funds. The Concept Paper narrative must be no longer than 2 pages.

- Please provide the name, email, and telephone number of the contact person who would be able to answer questions about this project
- Provide a brief description of the new or renewal project including the impact the project will have/has on the homeless population in Bergen County
- Describe the organization's capacity to continue or begin the implementation of the project
- Please specify the project's target population including specifics on the number of households/persons and the number of chronically homeless the project expects to serve. (If this is a renewal project this should match the numbers in the subpopulations section of your 2014 CoC Exhibit 2 submission).
- Please identify how the project will coordinate with the Zero:2016 efforts being implemented to end veteran and chronic homelessness

## **Continuum of Care FY2015**

### **Project Evaluation Criteria Concept Paper Scoring Criteria**

Maximum points available – 20 points

#### **1. Sponsor Capacity/Project Value (5 points)**

A maximum of 5 points will be awarded if:

- The agency has been effectively implementing the project under review or has implemented similar projects in a timely fashion
- The project under review provides a valuable service/housing opportunity to the homeless in Bergen County
- The agency has appropriately committed to the local planning efforts of the Continuum
- The agency has attended at least 6 of the Continuum of Care meetings held in the last year

#### **2. Project Type (3 points)**

Because of the focus and priority of both HUD and the local Continuum on providing the homeless with permanent housing the following points will be awarded based on program type:

- 3 points will be awarded to permanent housing projects
- 3 points will be awarded to rapid rehousing projects
- 2 points will be awarded for HMIS projects
- 1 points will be awarded for transitional housing projects
- 0 points will be awarded for Supportive Service Only projects

#### **3. HUD Priority – Chronic Homelessness (5 points)**

As seen in the past few Continuum of Care funding cycles, HUD is placing a large emphasis on the ability to house the chronically homeless to keep in line with the Opening Doors Plan. For this reason, the following points will be awarded based on the percentage of chronically homeless being specifically served by the project:

- 5 points will be awarded to any project that has dedicated 100% of their beds to the chronically homeless
- 3 points will be awarded to any project that has dedicated or prioritized at least 50% of their beds to the chronically homeless
- 1 points will be awarded to any project that has dedicated or prioritized at 25% of their beds to the chronically homeless

#### **4. Budget Appropriateness (2 points)**

Due to recent budget constraints and reductions in funding, it is essential for the local Continuum process to ensure all projects are requesting appropriate funds for projects as well as utilizing any funding they are currently receiving. For these reasons maximum points will be awarded to projects in which:

- The budget is reasonable and appropriate for the number of households/persons that are expected to serve

- Administration funds requested do not exceed 7% of the total of the budget line items
- Project budget demonstrates match funding available of 25% of the total budget requested (this includes admin and excludes any leasing dollars).

### **5. Leveraging (5 points)**

In the most recent application HUD has put an emphasis on collaboration and the use of non-CoC funds to supplement the funding they are providing for CoC projects. For this reason, the following points will be awarded based on leveraging sources provided in the concept paper:

- 5 points will be awarded to projects that identify at least 150% leveraging
- 3 points will be awarded to projects that identify at least 100% leveraging
- 1 points will be awarded to projects that identify at least 25% leveraging

**Continuum of Care FY2015**

**Project Evaluation Criteria  
Concept Paper Score Sheet**

Name of Agency: \_\_\_\_\_

Project Name: \_\_\_\_\_

- 1. Sponsor Capacity/Project Value (5 points) \_\_\_\_\_
- 2. Project Type (3 points) \_\_\_\_\_
- 3. HUD Priority - Chronic Homelessness (5 points) \_\_\_\_\_
- 4. Budget Appropriateness (2 points) \_\_\_\_\_
- 5. Leveraging (5 points) \_\_\_\_\_

**Total Score** \_\_\_\_\_

**Total Possible** \_\_\_\_\_

## **Bergen County Continuum of Care Monitoring Policies and Procedures**

The following policies and procedures outline the way the Bergen County Continuum of Care will establish, conduct, and use information from, the monitoring process for the community.

### **Purpose**

The Bergen County Continuum of Care monitoring process was created to enable the CoC to monitor the compliance and effectiveness of all projects that receive Continuum of Care funding throughout the County. The monitoring process will allow for a more comprehensive review of the project's receiving funding and will enable the Performance and Evaluation Committee to make not only more informed, but also more objective decisions when reviewing funding levels during the local Continuum of Care process. While this monitoring will be part of the information that impacts local funding decisions, all funding decisions will follow the policies and procedures outlined in the Local CoC Funding Selection Process policies of the Bergen County Continuum of Care.

### **Monitoring Team**

The Monitoring Team will consist of members of the Performance and Evaluation Committee as well as staff members of the Bergen County Division of Community Development. Members of this team must state that they have no conflict of interest in participating in this committee, as outlined in the Local CoC Funding Selection Process.

### **Monitoring Process**

Depending on the year, the monitoring team will perform one of two types of monitoring for all Continuum of Care projects.

#### Site Monitoring

Every other year, the Monitoring Team will perform a site monitoring for all Continuum of Care projects. Doing a site monitoring allows the Monitoring Team to review first hand, not only how the CoC projects are actually functioning, but also their compliance with federal and local regulations. All site monitoring's for CoC projects will take place within the first 6 months of the calendar year. All agencies will be made aware of their site monitoring at least 2 weeks in advance and will be provided a list of what the monitoring team will be required to look at. The monitoring team may request documents to be sent to the team prior to the site monitoring for team review.

During the site monitoring, the monitoring team will use the Site Monitoring Tool, created by the Performance and Evaluation Committee to review the agencies ability to execute the grant and abide by both HUD and local regulations.

After the site monitoring is complete, the Monitoring Team will send the agency their final, complete Site Monitoring Tool. The agencies will have one week to provide feedback about the monitoring or to provide further information to improve their monitoring results.

#### Desk Monitoring

For the in between years when a site monitoring is not taking place, the Monitoring Team will conduct a Desk Monitoring on all CoC projects. The desk monitoring will request that all CoC

projects submit a number of documents that will allow the monitoring team to complete the Desk Monitoring Tool. Similar to the Site Monitoring Tool, the Desk Monitoring Tool allows the monitoring team to evaluate the ability of the project receiving the CoC funding to utilize the funding in an effective way and in compliance with both HUD and local regulations.

After the desk monitoring is complete, the Monitoring Team will send the agency their final, complete Desk Monitoring Tool. The agencies will have one week to provide feedback about the monitoring or to provide further information to improve their monitoring results.

### **Monitoring Tools**

Depending on the type of monitoring the team is completing, the Monitoring Team will utilize either the Site Monitoring or Desk Monitoring Tool to evaluate and score each Continuum of Care project. The tools look at the following areas for each project:

- Client Eligibility
- HMIS Compliance
- Client Feedback
- Project Coordination
- Financial Review
- Agency Staff
- Project Administration

Each tool has a number of points associated with each of the above sections and criteria needed for projects to obtain the highest level of points. Both monitoring tools will be reviewed annually to ensure it is comprehensive and includes important areas of consideration for both HUD and local compliance.

### **Monitoring Score**

The Monitoring Team will be responsible for completing either the Site Monitoring or Desk Monitoring Tool for each CoC project. Once the tool is complete the Monitoring Team will add up the points awarded for each section and will calculate the Initial Monitoring Score. Once this initial score is calculated, the Monitoring Team will send each agency the completed monitoring tool and the projects will have one week to provide additional information or documentation in attempts to improve their score, if deemed necessary. If the Monitoring Team deems the information acceptable, they have the ability to adjust the score and create the project's Final Monitoring Score. If the team does not receive any feedback from the agency in the one week timeframe, the initial score that was calculated will be used as the project's Final Monitoring Score. It is this Final Monitoring Score that will be used as part of the project's overall score for the Continuum, as outlined in the Local CoC Funding Selection Process policies and procedures.

**Bergen County Continuum of Care  
Desk Monitoring Questionnaire/Document Request**

In order to assist the Performance and Evaluation Committee, in addition to maintaining compliance with Continuum of Care Regulations, the Performance and Evaluation Committee will be requesting the following information to complete a Monitoring of the following Continuum of Care Project:

**Agency Name:** \_\_\_\_\_

**Project Name:** \_\_\_\_\_

The monitoring being completed will assist the Continuum as well as the agencies to ensure all projects are in compliance with HUD regulations and will provide the Committee with additional information to base funding decisions on. After the monitoring has been completed, all agencies will receive a formal monitoring report identifying any issues that may need to be addressed.

In addition to completing the questionnaire below, please provide the Performance and Evaluation Committee with the following documents by 5/22/15 by sending them to Angela Drakes at [cdapp@co.bergen.nj.us](mailto:cdapp@co.bergen.nj.us) :

**Documents to be submitted:**

- Blank copy of your agency's client satisfaction survey if used for this project
- Copies of any MOUs currently in place with other agencies that provide services of any kind to this project (especially those whose services are used as match or leveraging for the project)
- A copy of your most recently submitted APR (from esnaps)
- A copy of the LOCCS request or a LOCCS print out showing the last 4 drawdowns that were completed for this project
- Any back up documentation required by HUD to justify the services, operating or administrative funds requested in the last 4 drawdowns (this includes timesheets, service logs, etc.)
- Copy of the most recent grant agreement with HUD
- Copy of the most recent closeout certification for the grant
- A copy of the most recently completed audit for your agency

**Please complete the following questions:**

**Client Feedback:**

1. Does your agency administer a client satisfaction survey to the participants in this project? If so, how often is the survey conducted? If no, does the agency have other means for collecting consumer feedback?

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2. Does this project provide clients with the rules and regulations of the project? If yes, how and when do they receive this information?

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3. Does the agency provide clients with a means of expressing and resolving a complaint or appeal? If yes, what is the process?

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4. Is there a grievance procedure document for this project?

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**Program Coordination:**

1. In what way does your agency work with other agencies throughout the CoC to fill vacancies or obtain referrals for this project?

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2. If someone is not eligible for this project, how does your agency connect them to other services in the community?

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**Agency Staff:**

1. What type of training do the staff that work with this project receive to ensure they have the information needed to work on this grant?

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**Project Administration:**

1. Has this project been audited by HUD? If yes, were there any findings, what were they and have those findings been since cleared by HUD?

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**Bergen County Continuum of Care  
Desk Monitoring Questionnaire**

**Agency Name:** \_\_\_\_\_

**Project Name:** \_\_\_\_\_

<b>CLIENT REVIEW (10 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Are clients eligible based on homeless status?				
2. Are clients eligible based on disabling conditions?				
3. Do the clients served in the project match the subpopulations the project has applied for?				
Notes:				

<b>HMIS COMPLIANCE (5 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Does the project's HMIS data have less than 10% of responses for Universal Data Elements listed as "don't know" or "refused"?				
2. Does the project's HMIS data have less than 10% of responses for Universal Data Elements as null or missing values?				
3. Does the project intake and discharge clients within the required 48-hour time period?				
4. Does the project input the required annual updates for all permanent housing participants?				
Notes:				

<b>CLIENT FEEDBACK (4 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Does the agency administer a client satisfaction survey for this project?				
2. Does the agency provide clients with the rules and regulations for the project?				
3. Does the agency provide clients with a means of expressing and resolving a complaint or appeal?				
4. Is there a grievance procedure for the project?				
Notes:				

<b>PROJECT COORDINATION (4 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Does the agency have signed MOUs with any agency that is providing any service or administrative activity for the project?				
2. Does the project work with agencies throughout the CoC to fill vacancies or obtain referrals?				
3. Does the agency connect households to other services in the community if they do not qualify for the project in review?				
Notes:				

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<b>FINANCIAL REVIEW (10 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Is the project sufficiently utilizing the funds awarded?				
2. Is the project drawing down funds from LOCCS on at least a quarterly basis?				
3. If project is requesting service, operating or administrative funds, does it have the appropriate back up, including time sheets, required for the drawdown?				
4. Is the adequate match being provided by the project for all funds requested?				
Notes:				

<b>AGENCY STAFF (2 possible points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Does project staff have appropriate training for the level of services required of the grant?				
Notes:				

<b>PROJECT ADMINISTRATION (5 points)</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Score</b>
1. Did the project submit the most recent Annual Performance Report to HUD within the 90 day window?				
2. Does the agency have a copy of the most recently signed grant agreement with HUD for this project?				
3. Does the project have any outstanding audit/monitoring findings with HUD?				
Notes:				

**Total Score:** \_\_\_\_\_

<b>Additional Notes/Comments:</b>     
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**Date Completed:** \_\_\_\_\_

**Completed by:** \_\_\_\_\_

## **Bergen County Continuum of Care Performance Standards Policies and Procedures**

The following policies and procedures outline the way the Bergen County Continuum of Care will establish, evaluation, and report on the performance standards that have been created for the community.

### **Purpose**

The Bergen County Continuum of Care performance standards were created to enable the Continuum to monitor the performance of not only the projects that create the Continuum, but also to evaluate the performance of the community as a whole. Because the overall goal of the Continuum is to end homelessness among all families and individuals in the community, it is essential for Bergen County to be able to evaluate their progress towards this goal. Upon evaluation of these standards, the Continuum will be able to better allocate funding and assistance to ensure all projects and the community, are performance to the level expected. These performance standards were also created in compliance with the Department of Housing and Urban Development's regulations for Continuum of Care Performance Standards.

### **Performance Standards Creation**

The Performance Standards that are set for the Bergen County Continuum of Care represent standards that have been released by the Department of Housing and Urban Development through program regulations and funding notifications, as well as standards the community has deemed important to the functioning of the continuum. The standards will be evaluated, and if necessary, updated annually based on new information released by HUD and finding in the community. While the standards will be reviewed annually, the Continuum has the ability to review and update the Performance Standards for the community at any point if it is deemed necessary.

### **Performance Standard Evaluation**

The Performance Standards that have been established for the Bergen County Continuum of Care will be used for performance evaluation at two levels.

1. Community Evaluation – The full standards will be used to evaluate the performance of Bergen County as a Continuum. This evaluation will evaluate each standard from the community perspective and will include all appropriate programs in the evaluation, regardless of agency. This evaluation will allow the community to see where they stand in progressing towards a more efficient system for serving the homeless individuals and families within the community. This level of evaluation will also provide the community with information that can be used for funding applications, specifically for the Continuum of Care application and its planning requirements.
2. Project Evaluation – In addition to using the standards to evaluate the progress of the community as a whole, the performance standards will be used to assist in the local funding decisions of the community, including but not limited to, Continuum of Care funding. When using the standards for project evaluation, only the standards that are applicable for the specific project types will be used.

All performance evaluations will be completed by the Performance and Evaluation Committee of the Continuum of Care. The evaluation period will be based on a yearlong time frame established

at the time of evaluation. Unless otherwise specified in the standard, all data for the evaluation of the performance standards will be pulled from the local Homeless Management Information System (HMIS).

Because Domestic Violence projects are prohibited from entering information into the HMIS, all Domestic Violence projects will be required to submit the information being evaluated from their comparable database to be included in the review. This stands true for both the community level and project level evaluation.

### **Poor Performance**

Since it the goal of the community to ensure the performance throughout the community is demonstrating progress towards ending homelessness, the community will work on any area that is identified as a performance standard that has not been met. It is not the intention of the Continuum to judge projects based on performance evaluations alone.

If, while evaluating either the performance of the community, or a specific project, there is a standard that is not met, the following actions will take place:

#### **Specific Project Performance Issues:**

- If during the community evaluation or project specific evaluation, it is determined that a specific project is under performing in any of the set performance standards the Performance and Evaluation Committee will first speak to the project to see if there is an acceptable explanation for the performance level. If there is, the explanation will be accepted and performance standard adjustment will be taken into consideration.
- If an acceptable explanation is not provided, the Committee will work with the agency to identify the issue that is leading to the negative performance, with the expectation that the agency will improve their performance by the next evaluation.
- If performance is still under the set standard during the next project evaluation, the Performance and Evaluation Committee will work with the project to create an action plan to improve performance. The Committee will then evaluation the project's performance 6 months after the action plan is created to provide updates if necessary.
- If after the above steps have been taken, the project's performance has not improved, the Performance and Evaluation Committee will discuss the possible restricting of project issues that are continuing to inhibit the project from achieving an acceptable performance level, or if necessary, determine funding reductions or reallocation.

#### **Community Wide Performance Issues:**

- If the measure that is being evaluated is determined to be under the performance standard throughout the community and no in one specific project, the Performance and Evaluation Committee will meet with the applicable project members to determine the specific issues resulting in a decreased level of performance. This collaborative will then create an action plan to improve the functioning and performance of the community as a whole.

## **Bergen County Continuum of Care Performance Standards**

The Performance Standards outlined in this document were established to ensure the forward progress of the Bergen County Continuum of Care in the goal of ending homelessness. The standards are a combination of those released and required by the Department of Housing and Urban Development and those identified as important by the community. These Performance Standards will be utilized, evaluated and updated based on the policies and procedures outline in the Performance Standards Policies and Procedures for the Continuum of Care. Unless otherwise specified in the standard, all performance standards will be evaluated using HMIS data. Because domestic violence projects are prohibited from entering data into the HMIS, domestic violence projects will be asked to submit data from their comparable database to be included in the performance evaluation.

The following measures will be used to evaluate the performance of the Bergen County Continuum of Care in 2015:

### **The thoroughness of grantees in reaching homeless individuals and families.**

This measure will demonstrate the effectiveness of agencies in reaching and engaging individuals and families that are homeless. To meet this performance measure, Bergen County will strive to:

- Demonstrate a 5% decrease in the number of unsheltered families and individuals counted in the Point in Time Count when compared to those found in 2014.
- Demonstrate a 5% decrease in the percent of unsheltered families and individuals that are not receiving any income or mainstream benefits as counted in the Point in Time Count when compared to those found in 2014.
- Ensure that the HMIS is collecting information for at least 86% of the homeless housing projects provided throughout the County.

### **Demonstrate and maintain appropriate project utilization.**

This measure will demonstrate the utilization and appropriateness of the projects that compose the Bergen County Continuum of Care. To meet this performance measure, Bergen County will:

- Look to have all homeless projects maintain at least an 85% utilization average for the year.

### **Overall reduction in the number of homeless individuals and families.**

As the overall goal of the Bergen County Continuum of Care is to end homelessness, this performance measure will gauge the success of the continuum in decreasing homelessness. The measure will be met if:

- Bergen County is able to demonstrate a decrease of at least 5% in the homeless families and individuals counted in the Point in Time Count when compared to the number counted in 2014.

### **Success at reducing the number of individuals and families who become homeless.**

This measure is used to focus on the effectiveness of prevention projects in helping families and individuals remain in permanent housing and avoid entering the homeless service system. This measure will be met if:

- Bergen County is able to demonstrate a decrease of at least 10% in the number of first time homeless households that enter housing projects.

### **Successful placement from street outreach.**

This performance measure will be used to demonstrate the effectiveness of the outreach projects funded in Bergen County to connect the unsheltered homeless population to housing services and projects. To meet this standard:

- Bergen County will show that at least 60% of households served by street outreach projects enrolled in emergency shelter, transitional housing or permanent housing projects or destinations upon exit from the outreach project.

### **The length of time individuals and families remain homeless.**

It has been determined that the longer a family or individual remains homeless, the more likely they are to experience additional trauma or stressors that may present as barriers to finding and maintaining permanent housing in the future. For this reason, this measure will be used to determine the ability of the County to move households out of homeless situations and into permanent housing in a short time frame. For this measure to be met:

- Bergen County will show that projects have successfully reduced the average length of project stay by:
  - 5% for emergency shelter projects; and
  - 10% for transitional housing projects

### **Job and income growth for homeless individuals and families.**

In order for households to maintain permanent housing in the community, Bergen County is working to ensure households are being connected to and receiving services that assist them in obtaining and increasing their income from all sources. These performance measures will be used to demonstrate the ability of Bergen County to assist households in increasing their total income. For this performance measure to be met, Bergen County will look to:

- Show that at least 54% of families and individuals receive some form of earned or unearned income
- Show that at least 20% of adults that are not enrolled in SSDI/SSI process, will have some level of earned income
- Show that at least 54% of households have increased their level of income from project entry to exit (or update)

### **Successful connection of homeless individuals and families to eligible mainstream non-cash benefits.**

In addition to income, there are many mainstream non-cash benefits that are available to homeless households in the community. Bergen County is looking to ensure the homeless system is assisting families and individuals in obtaining mainstream non-cash benefits. For this performance measure to be met, Bergen County will look to:

- Show that at least 56% of families and individuals are connected to mainstream non-cash benefits
- Show that at least 56% of households obtained mainstream non-cash benefits from project entry to exit (or update)

### **Successful housing placement to or retention in a permanent housing destination.**

As it is always the goal of the Bergen County Continuum of Care to move families and individuals from homelessness into permanent housing, this performance measure will look at the ability of projects to discharge families and individuals into permanent housing placements. For this measure to be met, Bergen County will:

- Show that 25% of households being discharged from emergency shelters move on to a permanent destination
- Show that 65% of households being discharged from transitional housing projects move on to a permanent destination; and
- Show that 80% of households will remain in permanent housing projects or be discharged to a permanent housing destination

**Decrease in families and individuals being discharged from projects due to project related barriers.**

As it is important to make sure the projects within the community are being utilized, Bergen County feels it is important to ensure that project regulations are not preventing households from obtaining the services they need in the community. For this reason, Bergen County will use this measure to ensure households are not being discharged at a high rate due to project related issues. For this measure to be met, Bergen County will:

- Show that less than 10% of households are being discharged from projects in the community due to noncompliance or a disagreement with the project rules or persons.

**The extent to which individuals and families who leave homelessness experience additional spells of homelessness.**

In addition to households being placed in permanent destinations, it is essential for the community to make sure that a large number of households are not returning to the homeless service system after discharge. Because there is currently no efficient way to capture recidivism, for this year, Bergen County will evaluate recidivism by:

- Showing that less than 20% of households discharged from emergency shelter projects are discharged to another emergency shelter or to a place not meant for habitation
- Showing that less than 10% of households discharged from transitional housing projects are discharged to another transitional housing project, an emergency shelter or a place not meant for habitation
- Showing that less than 10% of households discharged from permanent housing projects are discharged to transitional housing, emergency shelter or a place not meant for habitation

Agency Name:

Project

Year Performance was based on:

Program Performance				
Goals	Required Performance Standards		%	Points Awarded
Project maintains an appropriate utilization rate for the year	At least an 85% utilization average for the year	≥85%=5		5
		70%-84%= 3		
		50%-69%= 1		
Households receive some form of earned or unearned income	54% of households have some form of income	≥54%= 5		5
		40%-53%= 3		
		25%-39%= 1		
Adults that are not enrolled in SSDI/SSI process will have some level of earned income	20% of adults not enrolled will have earned income	≥20%= 5		5
		15%-19%= 3		
		10%-14%= 1		
Households have increased their level of income from project entry to exit (or update)	54% of households have increased their income	≥54%= 3		3
		40%-53%= 2		
		25%-39%= 1		
Households are connected to mainstream non-cash benefits	56% of households are connected to noncash benefits	≥56%= 5		5
		45%-55%= 3		
		35%-44%= 1		
Households obtained mainstream non-cash benefits from project entry to exit (or update)	56% of households obtained noncash benefits	≥56%= 3		3
		45%-55%= 2		
		35%-44%= 1		
Households remain in or are being discharged to a permanent destination	80% of households remain/discharged to permanent housing	≥80%= 5		5
		75%-79%= 3		
		70%-74%= 1		
Households being discharged from projects due to noncompliance or a disagreement with the project rules or persons	Less than 10% of households are discharged due to negative causes	<10%= 4		4
		10%-15%= 2		
Households being discharged are not discharged to another transitional housing project, emergency shelter or place not meant for habitation	Less than 10% of households are discharged to identified locations	<10%= 5		5
		10%-15%= 3		
		15%-20%= 1		
			<b>Total Score</b>	<b>40</b>

Agency Name:

Project

Year Performance was based on:

Program Performance				
Goals	Required Performance Standards		%	Points Awarded
Project maintains an appropriate utilization rate for the year	At least an 85% utilization average for the year	≥85%=5		5
		70%-84%= 3		
		50%-69%= 1		
Project has successfully reduced the average length of project stay	Average length of stay has been reduced by 10% from the previous year	≥10%= 5		5
		7%-9%= 4		
		4%-6%= 3		
		1%-3%= 1		
Households receive some form of earned or unearned income	54% of households have some form of income	≥54%= 5		5
		40%-53%= 3		
		25%-39%= 1		
Adults that are not enrolled in SSDI/SSI process will have some level of earned income	20% of adults not enrolled will have earned income	≥20%= 3		3
		15%-19%= 2		
		10%-14%= 1		
Households have increased their level of income from project entry to exit (or update)	54% of households have increased their income	≥54%= 3		3
		40%-53%= 2		
		25%-39%= 1		
Households are connected to mainstream non-cash benefits	56% of households are connected to noncash benefits	≥56%= 5		5
		45%-55%= 3		
		35%-44%= 1		
Households obtained mainstream non-cash benefits from project entry to exit (or update)	56% of households obtained noncash benefits	≥56%= 2		2
		40%-55%= 1		
Households being discharged move on to a permanent destination	65% of households are discharged to permanent housing	≥65%= 5		5
		55%-64%= 3		
		50%-54%= 1		
Households being discharged from projects due to noncompliance or a disagreement with the project rules or persons	Less than 10% of households are discharged due to negative causes	<10%= 2		2
		10%-15%= 1		
Households being discharged are not discharged to another transitional housing project, emergency shelter or place not meant for habitation	Less than 10% of households are discharged to identified locations	<10%= 5		5
		10%-15%= 3		
		15%-20%= 1		

<b>Total Score</b>	<b>40</b>
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