

Agency Application Scoring Criteria

Indicator	Criteria	Total Points
<u>Agency Experience</u> Question 1	<p>Does the agency demonstrate a key understanding of the needs and gaps of the priority population?</p> <p>Does the agency demonstrate a history of working with the priority population?</p> <p>Does the agency have experience with providing the service it is requesting funding for?</p> <p>If the agency lacks experience, does the narrative provide a description of steps the agency will take to fill gaps in knowledge?</p> <p>If the agency has a subgrantee, does the narrative provide a description of the subgrantee agency's experience and history providing services to the priority population and/or proposed services?</p>	10
<u>Training</u> Question 2	<p>Does the agency demonstrate awareness of mandatory/required trainings and are agency staff provided the correct level and frequency of training?</p> <p>Are trainings relevant to the priority populations and mission of the CoC?</p> <p>Are agency staff taking advantage of CoC sponsored trainings through CAS?</p> <p>Has the agency incorporated training for staff of all levels, including the board of directors and executive leadership on priority populations and service delivery that meets CLAS standards?</p> <p>Has the agency made changes to service delivery and program design based on trainings?</p> <p>Is training offered to all levels of staff in order to provide pathways for professional development?</p>	10
<u>Data</u> Question 3	<p>Does the agency utilize HMIS or comparable database for data entry?</p> <p>If not, does the agency have a plan for utilizing HMIS in project implementation?</p> <p>Does the agency reference DQ standards and appear aware of specific data requirements (i.e. data security protocols, timeliness of data entry, required data elements, etc.)?</p> <p>Does the agency have a clear process for collecting and entering data and evaluating data accuracy and completeness, including timelines and staff?</p> <p>Does the agency have a history of developing and implementing data quality improvement plans with an evaluation process in place to review and update?</p> <p>Is the plan communicated throughout the agency?</p>	10
<u>System Performance</u> Question 4	<p>Does the agency demonstrate knowledge of the system performance metrics?</p> <p>Does the agency have a plan for incorporating system performance review and improvement within the agency?</p> <p>Does the agency demonstrate a commitment to improving system performance as part of the CoC system?</p>	30
<u>Racial Equity</u> Question 5	<p>Are management and decision-making bodies representative of the population served by the programs?</p> <p>Has the agency identified steps to help the board of directors and decision-making bodies better reflect the population served by the program?</p> <p>Has the agency established professional development opportunities to identify and invest in emerging leaders of different race and ethnicities in the organization?</p> <p>Is the agency training and educating staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness?</p> <p>Has the agency reviewed internal policies and procedures with an equity lens and have a plan for developing and implementing equitable policies that do not impose undue barriers?</p>	25

	<p>Is the agency collecting data and/or reviewing HMIS to better understand the pattern of program use for people of different races and ethnicities in its program?</p> <p>Does the agency use communication, such as flyers, websites or other materials, inclusive of underrepresented groups?</p>	
<p><u>Consumer Involvement</u></p> <p>Question 6</p>	<p>Does the organization Board of Trustees or subcommittee contain at least one individual with lived experience?</p> <p>Is there a process in place for individuals with lived experience or consumers to give feedback to the program?</p> <p>Is there a process to evaluate whether people with lived experience feel that their feedback is valued and heard?</p> <p>Is there a process to ensure the feedback of people with lived experience is used intentionally/strategically to develop policies for this program?</p> <p>Does the feedback process include multiple ways (i.e. focus groups, paper and electronic surveys, one on one sessions) for the consumer to provide feedback?</p> <p>Does the agency collect consumer feedback during different points in program participation (i.e. after intake, after service planning, after discharge, etc.)?</p> <p>Does the agency provide an opportunity for anonymous consumer feedback and does the agency provide consumers with an anti-retaliation policy to protect consumers if they share unwanted feedback?</p> <p>Has the agency identified any barriers to involving people with lived experience in program design and process development?</p> <p>If so, does the agency have an understanding of the barriers and a plan to address these barriers?</p>	25
<p><u>CoC Participation</u></p> <p>Question 7</p>	<p>Do all levels of staff attend CoC meetings including executive leadership and direct program staff?</p> <p>Is the agency aware of CoC initiatives and actively working on strategic plan goals and objectives?</p> <p>Does the agency demonstrate knowledge of SP goals and objectives and has the agency identified ways to assist in achieving these?</p> <p>Does the agency have a process for ensuring CoC information and initiatives are communicated to staff throughout the agency?</p> <p>Does the agency discuss how it participates in the CE system?</p> <p>Does the agency demonstrate awareness of CE policies and procedures?</p>	30
<p><u>Housing First</u></p> <p>Question 8</p>	<p>Does the agency adhere to a housing first philosophy throughout all programs?</p> <p>Has the agency listed initiatives, in detail, intended to move the entire organization towards operationalization of a Housing First model?</p> <p>Are initiatives consumer/program participant-driven?</p>	10