**2021 New Project Scorecard for Emergency Solution Grant**

This scorecard can be used by Tri-HIC’s ESG Ranking Committee to score applications for Emergency Solutions Grant projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, setting them on a course towards permanent housing.

This scorecard has four goals:

* Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on a reimbursement basis, have experience serving this population or a similar one).
* Fund projects that reflect Tri-HIC’s & HUD’s priorities.
* Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for their community’s homeless service system to operate effectively throughout the year).
* Ensure that funded projects are being good stewards of NC Emergency Solutions Grant funding and performing to Tri-HIC standards, including descriptions in written standards.

The ESG Ranking Committee may ask applicant agencies to provide additional information to determine agency capacity to: implement projects in a timely manner with successful outcomes, demonstrate good outcomes in the annual CAPER, and avoid jeopardizing overall agency stability or future funding for Tri-HIC.

*[References in brackets indicate the materials that will be used to score each question.]*

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| --- | --- | --- | --- | --- |
| Reviewer: |  | | | |
| Applicant: |  | | | |
| Project Name: |  | | | |
| Project Type (select all) | \_\_\_Street Outreach | \_\_\_Emergency Shelter | \_\_\_Rapid Re-Housing | |
| \_\_\_Homelessness Prevention | | \_\_\_HMIS | |
| Reviewer Signature: |  | | Date: |  |

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|  | **PROJECT QUALITY REQUIREMENTS** |  |  |
|  | New projects **must meet all thresholds to be included in Tri-HIC’s final application to the NC Emergency Solutions Grant office.** The ESG Ranking Committee will usen the final score on the scorecard to determine which projects will be included in the final application. |  | **Maximum Score Possible:**  **SO: 215**  **ES: 205**  **HP: 255**  **RRH: 230**  **HMIS: 180** |
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**Scorecard Instructions:**

Reviewers should use this scorecard to score each agency’s application. If an agency applies for multiple activity types, reviewers can score all activities on the same scorecard.

To use this scorecard, follow the steps below:

1. Complete Sections I – IV once, even if the agency is applying for multiple activity types. These sections apply to the whole agency, not specific programs.
2. Enter the score from Sections I-IV into the table below next to each activity type the agency is applying for.
3. Complete the Activity Section (Section V) for each activity type the agency is applying for.
4. Enter the score for each activity type the agency is applying for into the table below.
5. For each activity type that the agency is applying, add the Section I-IV score and the Activity Section score.

The ESG Ranking Committee should use activity type total scores (Section I-IV + Activity Section) to compare projects of the same activity type.

**Scoring Table**

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| --- | --- | --- | --- |
| **Activity Type** | **Sections** | **Activity Section** | **Total Score** |
| **I-IV Score** | **Score** | **(Section I-IV) + (Activity Section Score)** |
| **Street Outreach** |  |  |  |
| **Emergency Shelter** |  |  |  |
| **Homelessness Prevention** |  |  |  |
| **Rapid Re-housing** |  |  |  |
| **HMIS** |  |  |  |

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| **Section I: Organizing Information** | | **Section I Score** | |
| Possible Points: 0 | |  | |
| **Consistency with Mission** | | **Possible Score** | **Project Score** |
| 1.1 | Does the project fit within the mission of the agency and the CoC? *[Project Application: Q2]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Section II: Organizational Capacity and Stability** | | **Section II Score** | |
| Possible Points: 45 | |  | |
| **Financial Capacity** | | **Possible Score** | **Project Score** |
| 2.1 | Does the organization’s monitoring narrative sufficiently document that they have the capacity to ensure they can operate to HUD guidelines and ensure that NC ESG dollars are spent in a timely manner. *[Project Application: Q5.3]* | **Threshold Hard stops** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| 2.2 | Does the organization’s accounting software appear sufficient to manage ESG funds? *[Project Application: Q5.2]* | Met  \_\_\_ | Unmet  \_\_\_ |
| 2.3 | Does the agency’s financial information for the last three fiscal years demonstrate a stable financial performance? Does the explanation of any negative balances indicate a financial weakness that could jeopardize the agency’s participation in the ESG program? *[Project Application: Q5.3 – 5.4]* | |  |
| Full three years | 10 |  |
| 1 to 2 years | 5 |
| None | 0 |
| **Organization Capacity** | | | |
| 2.4 | Does the agency have any HUD or ESG findings, (County, City, or State) findings, resolved or unresolved, within the past 5 years? *[Project Application: Q 6.1]* |  | |
| Yes | 0 |  |
| No | 10 |
| 2.5 | If the agency has findings in the last 5 years, did the agency attach either an approved Corrective Action Plan or proof that all findings were resolved? *[Project Application: Q6.2]* |  | |
| Yes | 5 |  |
| No | 0 |
| 2.6 | Has the organization had any ESG Contract (County, City or State) terminated? If yes, what steps has the organization taken to ensure the deficiencies identified to warrant contract termination, have not and will not be repeated?*[Project Application: Q6.3]* |  | |
| Yes- No corrective action documented or is insufficient | 0 |  |
| Yes- Corrective Action documented appears sufficient | 5 |
| No | 10 |
| Board Information | |  |  |
| 2.8 | Does the current board include a person with lived experience of homelessness in the last 5 years? *[Project Application: Q7.2]* |  | |
| Yes | 10 |  |
| No | 0 |

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| **Section III: Staff Capacity** | | **Section III Score** | |
| Possible Points: 5 | |  | |
| **Staff Information** | | **Possible Score** | **Project Score** |
| 3.1 | Based on the organizations staffing information, is staffing of a level sufficient to operate the program to be funded and provide adequate internal controls?  *[Project Application: Q 9.1]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| 3.2 | Is the organizations description of use of volunteers for NC ESG activities appropriate within the context of the proposed program?  *[Project Application: 8.2]* |  | |
|  |  |
| Yes | 5 |  |
| No | 0 |

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| **Section IV: Connection to Community** | | **Section IV Score** | |
| Possible Points: 40 | | | |
| **CoC Participation** | | |  |
| 4.1 | Does the agency explain and document how the organization coordinates with other organizations to provide non duplicative services **and** access to mainstream resources such as TANF, Food Stamps, Housing Assistance, etc? *[Project Application: Q10.1]* |  | |
|  |  |
|  | Yes | 10 |  |
|  | No | 0 |  |
| Coordinated Entry | | |  |
| 4.2 | Does the organization, as a whole, regardless of funding source, fully participate in the coordinated entry process in the CoC? *[Project Application: Q11.1]* | |  |
| Yes | 10 |  |
| No | 0 |
| 4.3 | Does the organization as a whole, regardless of funding source, ever take referrals from sources outside of the coordinated entry system ***(except for a Street Outreach organization ONLY)***? If yes, does the agency provide the other sources outside of the coordinated entry system from whom it accepts referrals and is this exception included in the approved coordinated entry plan for the COC? *[Written Statement from Agency] [Project Application: Q11.2-Q11.3]* | |  |
| CES Only | 10 |  |
| If yes, it complies with CE plan | 5 |
| Non-compliant with CE plan | 0 |

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| Written Standards | | |  |
| 4.4 | Does the organization agree to operate NC ESG funded and HUD programs according to all of the CoC’s written standards? *[Project Application: Q12.1 & Q12.2]* ***If the agency declines to follow the CoC’s written standards, the agency is ineligible.*** | \_\_\_ Eligible | \_\_\_\_ Ineligible |
| Feedback from Participants | | | |
| 4.5 | Rate the description of the agency’s communication process with participants. Has the Agency documented their policies/procedures for managing participant feedback, including complaints? *[Project Application: Q13.1]* | |  |
| **Score from 0 to 10 points** | |  |

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| **Section V: Data** | | **Section V Score** | |
| Possible Points: | | | |
| Data Collection | | | |
| 5.1 | *Does the organization currently utilize the HMIS Software system and do they use it to produce a CAPER? If not, do they agree in writing to begin using the HMIS system. (Q14.1& 14.2 of application asks about name of software; all applicants must participate.)* | |  |
| Yes | 5 |  |
| No | 0 |
| 5.2 | Does the organization deny services if clients refuse to provide any of the HUD required data elements? If yes, does the description of the organization’s policy rate an exception to the CoC’s written standards. *[project application: Q14.3 & Q14.4 ]* | |  |
| Yes | 0 |  |
| No | 5 |
| 5.3 | Evaluate the agency’s ability to manage data based on the responses to application questions 14.5 – 14.9. Does the agency’s written policy for confidentiality protect client data? Does the staffing level cited make sense in relationship to the programs the agency operates and is proposing to operate using ESG funds? | |  |
| **Score from 0 to 10 points** | |  |
| 5.4 | Rate the organizations description of how the organization commits to operating and providing services in a racially equitable manner and providing racial equity data upon request. | |  |
| **Score from 0 to 10 points** | |  |

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| **Section V: Activities** | **Activity Score** |
| Reviewers should only fill out the applicable section for the activity for which the applicant applied. Reviewers should complete a separate scorecard for each activity.  Possible Points:  SO: 95 ES: 85 HP: 135 RRH: 110 HMIS: 60 | SO: |
| ES: |
| HP: |
| RRH: |
| HMIS: |

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| **Street Outreach** | | **Possible Score** | **Project Score** |
| **Project description** | | | |
| 6.1 | Does the project description fully describe the services being provided regardless of funding sources and do the described services match the organization’s literature (brochures, website, etc)? *[Project Application: Q15.1-15.4]* | |  |
| Yes | 10 |  |
| No | 0 |
| 6.2 | Does the Agency describe and document changes or improvements in service delivery since it was last funded (if ever)? Changes should include policies, procedures, written guidance, and include changes made due to COVID that will be continued. *[Project Application Q15.5 & agency policies and procedures]* | |  |
| Yes | 5 |  |
| No | 0 |
| **Experience** | | | |
| 6.3 | Does the agency’s response to Q16.1 of the application describe with sufficient detail how outreach is done and is that description supported by their policies and procedures? | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Street Outreach Design and Philosophy** | | | |
| 6.4 | *In its description of its outreach program, does the organization fully describe how it conducts outreach, how participants are contacted and engaged, and how often outreach is conducted? [Q17.1 of the application]* | |  |
| Yes | 10 |  |
| No | 0 |
| 6.5 | Does the project application describe a screening process that indicates it retains barriers to housing such as having too little income, having a criminal history, etc. Is the process consistent with CoC policies? *[Q17.2 & 17.3 of the application]* | |  |
| Yes | 0 |  |
| No | 10 |  |
| 6.6 | Does the program terminate participants for failing to participate in services, make progress on service plans, etc.? *[Q17.4 & 17.5 of the application]* | |  |
| Yes | 0 |  |
| No | 10 |  |
| 6.7 | Based on the program description and agency documentation, is the project housing-focused? *[Q17.6 of the application]* | |  |
| Yes | 10 |  |
| No | 0 |
| 6.8 | Based on the program narrative, does the organization document ways in which it partners consistently with shelters in the CoC? *[Q17.7 of the application]* | |  |
| Yes | 10 |  |
| No | 0 |
| 6.9 | Based on the program narrative, does the organization document the ways in which it partners with RRH and PSH programs in the CoC to provide permanent housing? *[Q17.8 of the application]* | |  |
| Yes | 10 |  |
| No | 0 |
| 6.10 | Is the organization using the Coordinated Entry System (CES)? *[Q17.9 of the application]* | |  |
| Yes | 10 |  |
| No | 0 |  |
| 6.11 | Does the information provided in Q17.10 of the application appear reasonable based on the agency’s staffing, overall capacity, CoC written standards, CES requirements, and other CoC & Community considerations that may impact service? | |  |
| Yes | 10 |  |
| No | 0 |  |

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| **Emergency Shelter** | | | **Possible Score** | **Project Score** |
| **Emergency Shelter Program Description** | | |  |  |
| 7.1 | Does the shelter provide overnight beds 365 days a year, day/evening case management and other needed services? To the extent the Shelter does not provide one or more services and/or does not operate 24/7, evaluate how referrals are made and how households can access emergency services when a shelter is closed. *[Project Application: Q18.1-18.6]* | | |  |
| Yes | | 10 |  |
| No | | 0 |
| **Emergency Shelter Program Experience** | | | | |
| 7.2 | Does the agency’s documented experience for Q19.1 of the application appear adequate to meet the needs for program administration, service delivery, fiscal responsibility, and agency accountability? | | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Emergency Shelter Program Design and Philosophy** | | | | |
| 7.3 | Are the eligibility requirements to access emergency shelter and/or services compatible with the CoC’s Policy? Are the reasons the organization might turn someone away or ask him/her to leave the shelter compatible with the CoC’s policy? *[Project Application Q20.1 & 20.2 AND agency policies and procedures]* | | |  |
| Yes | | 10 |  |
| No | | 0 |
| 7.4 | Does the agency screen out participants for any of the reasons in Q20.3? If any of the reasons are checked, is the response to Q20.4 compatible with the CoC’s policy? | | |  |
| Yes | | 0 |  |
| No or the programs actions are compatible w/ CoC policy | | 10 |
| 7.5 | Does the project terminate participants for any of the reasons in Q20.5? If any of the reasons are checked, is the response to Q20.6 compatible with the CoC’s policy? | | |  |
| Yes | | 0 |  |
| No or the programs actions are compatible w/ CoC policy | | 10 |
| 7.6 | Based on documentation provided, is the project already or is it moving toward a low-barrier & housing first model?  *[Project Application: Q20.7]* | | |  |
| Already | | 10 |  |
| Moving Toward | | 5 |
| No | | 0 |
| 7.7 | Based on the organization’s response to Q20.8 & Q20.9, does the agency have staff with the capacity to identify, recruit, and encourage landlords to rent to homeless households served by the program? | | |  |
| Yes | | 5 |  |
| No | | 0 |
| 7.8 | Does the agency demonstrate its ability to utilize Rapid Rehousing and Permanent Supportive Housing programs within the CoC?*[Agency policies and procedures, Q20.10]* | | |  |
| Yes | | 10 |  |
| No | | 0 |
| 7.9 | Rate the applicant’s response to Q20.11, does the organization document changes to improve exits to a positive destination? | | |  |
| Yes | 5 | |  |
| No | 0 | |
| 7.9 | Does the agency’s plan for CES fit within the CoC’s written standards or requirements? *[Project Application: Q20.12]* | | |  |
| Will Participate | | 5 |  |
| Will not Participate | | 0 |
| 7.10 | Does the information provided in Q20.13 of the application appear reasonable based on the agency’s staffing, overall capacity, CoC written standards, CES requirements, and other CoC & Community considerations that may impact service? | | |  |
| Yes | | 10 |  |
| No | | 0 |

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| **Homelessness Prevention** | | **Possible Score** | **Project Score** |
| **Homelessness Prevention Design and Philosophy** | |  |  |
| 8.1 | Has the organization documented its ability to deliver prevention services described in its application in a strategic manner to ensure it is targeting the assistance to those most likely to become homeless or return to homelessness? *[Project Application Q24.1 – Q24.4]* | |  |
| Yes | 10 |  |
| No | 0 |
| 8.2 | Based on the description in Q24.5, are the days/times the program will be available to participants reasonable to meet the needs of the population to be served? Consider the amount of flexibility and the accessibility in context to the location or method of service delivery. | |  |
| Yes | 5 |  |
| No | 0 |  |
| 8.3 | Does the agency offer at least basic level of support to landlords and have a method for addressing issues outside of normal business hours?  *[Project Application: Q24.6]* | |  |
| Yes | 10 |  |
| No | 0 |
| **Experience** | |  |  |
| 8.4 | Does the organization’s documented experience that supports its ability to operate the program proposed in the application? *[Project application: Q25.1 and staffing documentation]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Homeless Prevention Program Design and Philosophy** | | | |
| 8.5 | Does the organization have prior experience with rapid rehousing either with NC ESG, SSVF or other funding? If yes, does the program description support the agency’s ability to operate a homeless prevention program? *[Project application: Q26.1& Q26.2]* | |  |
| Yes | 5 |  |
| No | 0 |  |
| 8.6 | Does the agency’s narrative for targeting those likely to become homeless or return to homelessness include use of CES? Is the targeting strategy reasonable based on the program description? *[Project application: Q26.3]* | |  |
| Yes | 5 |  |
| No | 0 |  |
| 8.7 | Does the program screen out participants using any of the criteria listed in Q26.4 and is this criterion compatible with CoC policy and written standards? *[Project application: Q26.4& Q26.5]* | |  |
| Yes | 0 |  |
| No | 10 |  |
| 8.8 | Does the agency terminate participants for any of the reasons listed in Q26.6 and is the reasoning consistent with CoC policy and written standards?*[Project application: Q26.6 & Q 26.7]* | |  |
| Yes | 0 |  |
| No | 10 |
| 8.9 | Does the agency have adequate staff responsible for identifying, recruiting, and encouraging landlords to rent to homeless households served by the program? *[Project Application: Q26.8 &26.9]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.10 | Is agency staff, whether dedicated or case managers, trained in landlord recruitment? If yes, is the training described provided by a professional source? *[Project Application: Q26.10 & Q26.11]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.11 | Does the program offer basic support to all landlords? If yes, does the description of the support in the application reasonable based on the needs of participants in the program? *[Project Application: Q26.12 & Q26.13]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.12 | Does the agency certify that program staff are trained on regulatory requirements of prevention funding streams and on the ethical use and application of the program’s financial assistance policies *and* does the agency’s description document their policies and procedures? *[Project Application: Q26.14 & Q26.15]* | |  |
| Yes | 10 |  |
| No | 0 |
| 8.13 | Does the agency use a progressive approach, where financial assistance is not a standard package and is flexible enough to adjust to households’ unique needs and resources, for determining the duration & amount of rental assistance? *[Project Application: Q26.16 & Q26.17]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.14 | Does the agency include the participants in creating mutually agreed upon times, places, and frequency of meetings with case managers? *[Project Application: Q26.18]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.15 | Does the agency allow for case management to meet in a participant’s home and/or a location of the participant’s choosing? *[Project Application: Q26.19]* | |  |
| Yes | 5 |  |
| No | 0 |
| 8.16 | Is participation in agency services voluntary? *[Project Application: Q26.20]* | |  |
| Yes | 10 |  |
| No | 0 |
| 8.17 | Does the agency have relationships with employment & income programs to which they can refer HP participants? If yes, Does the description of the relationships support the response of yes? *[Project Application: Q26.21 & Q26.22]* | |  |
| Yes | 10 |  |
| No | 0 |
| 8.18 | Does the agency participate in coordinated entry as indicated by their answers and by information in HMIS? *[Project Application: Q26.23]* | |  |
| Yes | 10 |  |
| No | 0 |
| 8.19 | Does the information provided in Q26.24 of the application appear reasonable based on the agency’s staffing, overall capacity, CoC written standards, CES requirements, and other CoC & Community considerations that may impact service? *[Review Project Budget Spreadsheet]* | |  |
| Yes | 10 |  |
| No | 0 |

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| --- | --- | --- | --- |
| **Rapid Re-Housing** | | **Possible Score** | **Project Score** |
| **Rapid Re-Housing Project Description** | | | |
| 9.1 | Does the agency provide assistance to pay for security deposits, last month’s rent, utility payments, moving costs, housing search, housing stability case management, mediation, rental assistance and arrears?  *[Project Application: Q21.3 & Q21.4]* | |  |
| Yes (Agency must provide at least 10 of list of services with ESG **or** other funding) | 10 |  |
| No | 0 |
| 9.2 | Based on the agency’s description, Is the agency flexible and are participants involved in creating a mutually agreed-upon time, place and frequency of meetings with case management, including meeting in the participant’s home when possible? *[Project Application: Q21.5]* | |  |
| Yes | 5 |  |
| No | 0 |
| 9.3 | Does the agency have a documented plan, supported by policies & procedures, for addressing participant &/or landlord issues outside of operating hours? *[Project Application: Q21.6]* | |  |
| Yes | 5 |  |
| No | 0 |
| **Experience** | | | |
| 9.4 | Evaluate the organization’s experience in implementing a rapid rehousing program or similar program. Staff experience with NC ESG funds should be documented. *[Project Application: Q22.1]* | **Threshold Hard Stop** | |
| Met  \_\_\_ | Unmet  \_\_\_ |
| **Rapid Re-Housing Program Design and Philosophy** | | | |
| 9.5 | Does the narrative document how the organization partners with Emergency Shelters? *[Project Application: Q23.1]* | |  |
| Yes | 5 |  |
| No | 0 |
| 9.6 | Is the project low barrier, meaning the project assumes all participants are ready for housing and does not require participants to meet pre-requisites, other than HUD-mandated eligibility, before entering the program?  *[Project Application: Q23.2 & 23.3; Agency policies and procedures]* | |  |
| Yes | 10 |  |
| No | 0 |
| 9.7 | Does the agency screen out participants for any of the reasons in Q23.4? If yes, is the policy consistent with CoC policies and written standards?  *[Project Application: Q 23.4 & Q23.5; Agency policies and procedures]* | |  |
| Yes | 0 |  |
| No (or is consistent with CoC policies/written standards) | 10 |

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| 9.8 | Does the agency terminate participants for any of the reasons listed in the application? If yes, is this consistent with CoC policy & written standards?  *[Project Application: Q23.6 & Q23.7; Agency policies and procedures]* | |  |
| Yes | 0 |  |
| No | 10 |
| 9.9 | Based on documentation provided, is the project already or is it moving toward a low barrier & housing first model? *[Project application Q23.8, agency policies & procedures]* | |  |
| Already | 10 |  |
| Moving Toward | 5 |
| No | 0 |
| 9.10 | Does the agency offer at least basic level of support to landlords and have a method for addressing issues outside of normal business hours? Does the agency document who on staff does landlord recruitment and negotiation? *[Project Application: Q23.9, Q23.10, Q23.11 & Q23.12; Agency Policies and Procedures]* | |  |
| Yes | 5 |  |
| No | 0 |
| 9.11 | Is participation in services voluntary? *[Project Application: Q23.14; Agency Policies and Procedures]* | |  |
| Yes | 10 |  |
| No | 0 |
| 9.12 | Does the project use a progressive approach, where financial assistance is not a standard package and is flexible enough to adjust to households’ unique needs and resources for determining the duration and amount of rental assistance provided? *[Project Application Q23.13]* | |  |
| Yes | 5 |  |
| No | 0 |
| 9.13 | Does the agency have relationships with employment & income programs to which they can refer HP participants? If yes, Does the description of the relationships support the response of yes? *[Project Application: Q23.15 & Q23.16]* | |  |
| Yes | 5 |  |
| No | 0 |
| 9.14 | Does the agency participate in coordinated entry as indicated by their answers and by information in HMIS? *[Project Application: Q23.17]* | |  |
| Yes | 10 |  |
| No | 0 |
| 9.15 | Does the information provided in Q23.18 of the application appear reasonable based on the agency’s staffing, overall capacity, CoC written standards, CES requirements, and other CoC & Community considerations that may impact service? *[Review Project Budget Spreadsheet]* | |  |
| Yes | 10 |  |
| No | 0 |

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| **HMIS** | |  |  |
| 10.1 | Does the plan adequately explain how HMIS funds will contribute to the agency’s ability to collect, analyze, and report data? *[Project Application: Q24.5 & 24.7]* | |  |
| Yes | 50 |  |
| No | 0 |
| 10.2 | Does the HMIS budget seem reasonable in comparison to the number of people targeted in ESG-funded projects and the data management expectations for the CoC? *[Project Application: Q24.7]* | |  |
| Yes | 10 |  |
| No | 0 |