Renewal Project Survey Questions and Scoring Rubric

March 2023

The following document outline the <u>new</u> survey questions for Renewal projects as well as the scoring rubric for those questions. <u>This document does not include other scoring criteria, such as the HMIS APR data</u>. There are minor changes to the questions from prior years, and substantial changes to the scoring rubric to make it more objective and clearer (for both applicants and JOHS scorers).

Survey Question	Scoring Rubric
Consumer Engagement	

2. Below is a checklist of possible ways to <u>collect</u> participant feedback. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.
 	
Methods of collecting feedback:
 	
   (a) Anonymous client satisfaction surveys
   (b) Focus groups and/or listening sessions
   (c) Consumer advisory committee
   (d) Current or former participant(s), or someone with current or past lived experience of homelessness, sits on Board of Directors or other equivalent policymaking entity
   (e) Other (please list):
	Scoring _/1
	
	0 = Does not complete the checklist
	
	0.5 = Uses one method for collecting participant feedback
	
	0.75 = Uses two methods for collecting participant feedback
	
	1 = Uses at least three methods for collecting participant feedback

3. Below is a checklist of possible ways to <u>use</u> participant feedback. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.
 	
<u>Methods of using feedback:</u>
   a) Client-driven committees, groups or advisory boards are involved in and represent consumer voice throughout the project's program development and decision-making
   b) The project provides training and/or development for their client-driven committees, groups, or advisory board, to aid in their effectiveness as consumer advocates
   c) Consumer feedback and recommendations directly inform staff training and supervision
   d) Consumer feedback is regularly discussed by management, and is incorporated into agency-wide strategic planning
   e) Consumer feedback is utilized to identify gaps in services and inform needed changes to existing programs and policies
   f) Current or former participants are involved in the planning and design of new policies and procedures
   g) Other (please list):
	Scoring _/1
	
	0 = Does not complete the checklist
	
	0.5 = Uses one method for collecting participant feedback
	
	0.75 = Uses two methods for collecting participant feedback
	
	1 = Uses at least three methods for collecting participant feedback

4. How has participant feedback informed changes or improvements to the project over the last year? Provide <u>two</u> examples, concisely describing (a) the method of participant feedback used, (b) what the feedback was, (c) how the project acted upon the feedback, and (d) what the outcomes of the changes were. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees).	**Scoring _/2** 0 = does not respond to the question 0.5 = provides one example for (a), and a partial response for b-d. 1 = provides one example with full responses to a-d for that example; or, provides two examples, but no response for a-d. 1.5 = provides two examples, and only a full response to a-d for one or partial responses to a-d for both. 2 = provides two examples and full responses for a-d.

Advancing Racial Equity and Cultural Responsiveness

5. Below is a checklist of possible ways to address and respond to institutional racism. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.
 	
See "Key Definitions for 2022 Renewal Project Survey" document for definition of "institutional racism" and "intersectionality."
 	
Methods of addressing and responding to institutional racism:
 	
  a) Public written commitment to address/eliminate racial and ethnic inequities in guiding documentation (i.e., mission, vision, goals, etc.)
  b) Organization has a racial equity plan or strategy that is regularly monitored
  c) Ongoing evaluation of policy, service, or program impacts and progress towards racial equity. <mark>For Culturally Specific Organizations</mark>: Ongoing evaluation of equity across differences within the racial or ethnic community you serve, including but not limited to intersectional identities, such as race, gender, gender identity, sexuality, ability.
  d) Internal structures exist to address issues of racial equity (i.e., a functioning equity committee, formal or informal complaint resolution process, caucusing and community advisory body)
  e) Racial equity knowledge, skills, and practices are a part of staff job descriptions and work plans
  f) Staff receive training and support around racial equity and how their role is important in addressing institutional racism (i.e. anti-oppression trainings, etc.)
  g) Management consistently applies a racial equity lens
  h) Other (please list):
	Scoring _/2
	
	0 = Does not complete the checklist
	
	1 = Uses one method for addressing and responding to institutional racism
	
	1.5 = Uses two methods for addressing and responding to institutional racism
	
	2 = Uses at least three methods for addressing and responding to institutional racism

6. Describe (a) <u>two</u> of the project's most important strategies for addressing and responding to institutional racism. For each, include a concise description of (b) any significant successes with these strategies, and (c) any significant challenges that the project experienced in this work over the past year. (See the scoring rubric for how this question will be scored. Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees.)	**Scoring _/2** 0 = does not respond to the question 0.5 = provides one example for (a), and at least a partial response for (b) and (c). 1 = provides one example for (a) with full responses to b-e for that example; or, provides two examples for (a), but no response for (b) and (c). 1.5 = provides two examples for (a), and only a full response to (b) and (c) for one or partial responses to (b) and (c) for both. 2 = provides two examples and full responses for b) and (c).

7. Describe (a) <u>two</u> **concrete actions your project has taken in the last year to help reduce homelessness within communities of color and include for each action (b) a description of the action, (c) any substantive program changes that were required from the action, (d) successes from the action, and (e)** <u>two</u> **actions your project plans to take for the year ahead to reduce homelessness for communities of color.** **<mark>If you are a culturally-specific provider,</mark> please describe (a)** <u>two</u> **strategies you use to reach your target population. For each strategy, describe (b) a description of the strategy, (c) successes from the strategy, (d) challenges faced with the strategy, and (e)** <u>two</u> **strategies your project plans to take for the year ahead to reach your target population**. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees).	**Scoring _/4** 0 = does not respond to the question 1 = provides one example for (a), and a partial response for b-e. 2 = provides one example for (a) with full responses to b-e for that example; or, provides two examples for (a), but no response for b-e. 3 = provides two examples for (a), and only a full response to b-e for one or partial responses to b-e for both. 4 = provides two examples and full responses for b-e.

8. Below is a checklist of possible ways to provide culturally-responsive programming. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.	**Scoring _/2** 0 = Does not complete the checklist

8. Below is a checklist of possible ways to provide culturally-responsive programming. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.

See "Key Definitions for 2022 Renewal Project Survey" document for definition of both "culturally-responsive programming," "culturally-specific programming" and "intersectionality."

Methods of ensuring culturally-responsive programming:

a) Public written commitment to provide culturally-responsive services in guiding documentation (i.e., mission, vision, goals, etc.).

   <mark>For Culturally Specific Organizations</mark>: Public written commitment to serve a specific racial or ethnic community that is disproportionately impacted by poverty, homelessness, racism, and other forms of oppression.

b) Plans or strategies exist for deepening capacity to provide culturally responsive programming.

c) Ongoing assessment around organization's progress towards becoming fully culturally responsive.

   <mark>For Culturally Specific Organizations</mark>: Ongoing assessment around organization's assessment of intersectional identities and inequalities compounded by identities within the racial or ethnic community you serve.

d) Staff receive training and support around how to provide culturally-responsive services.

e) Cultural responsiveness knowledge, skills and practices are a part of staff job descriptions and work plans.

f) Strategies exist to recruit, retain, and develop staff who represent communities of color and/or speak languages other than English.

g) Written materials provided in multiple languages for participants with limited English proficiency.

h) Translation and interpretation services provided in multiple languages for participants with limited English proficiency.

i) Other (please list):

Scoring _/2

0 = Does not complete the checklist

1 = Uses one method for providing culturally-responsive programming

1.5 = Uses two methods for providing culturally-responsive programming

2 = Uses at least three methods for providing culturally-responsive programming

9. Describe (a) <u>two</u> of the project's most important strategies to ensure culturally-responsive programming, and (b) any significant successes that the project experienced providing these services over the past year. **<mark>For Culturally Specific Organizations</mark>: Describe (a) <u>two</u> of the project's most important strategies that determine what type of culturally specific programming is provided, and (b) any significant successes that the project experienced providing these services over the past year.** (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees.)	**Scoring _/2** 0 = does not respond to the question 0.5 = provides one example for (a), and a partial response for (b) 1 = provides one example for (a) with full responses to (b) for that example; or, provides two examples for (a), but no response for (b). 1.5 = provides two examples for (a), and only a full response to (b) for one or partial responses to (b) for both. 2 = provides two examples and full responses for (b).
10. Describe (a) <u>two</u> concrete actions your project has taken in the last year to help reduce homelessness within the LGBTQIA2S+ population and include for each action (b) a description of the action, (c) any substantive program changes that were required from the action, (d) successes from the action, and (e) <u>two</u> actions your project plans to take for the year ahead to reduce homelessness for LGBTQIA2S+ communities. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees).	**Scoring _/4** 0 = does not respond to the question 1 = provides one example for (a), and at least a partial response for b-e. 2 = provides one example for (a) with full responses to b-e for that example; or, provides two examples for (a), but no response for b-e. 3 = provides two examples for (a), and only a full response to b-e for one or partial responses to b-e for both. 4 = provides two examples for (a) and full responses for b-e.

Program Design: Effective Practices and Service Delivery Model

11. Below is a checklist of possible ways to provide participant-centered, strengths-based approaches for services (i.e., Assertive Engagement, motivational interviewing, trauma-informed practice, positive youth development, etc.).
 	
Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections.
 	
See "Key Definitions for 2022 Renewal Project Survey" of "Assertive Engagement".
 	
Methods of ensuring participant-centered, strengths-based approaches are used:
   a) Public written commitment to provide participant-centered, strengths-based services in guiding documentation (i.e., mission, vision, goals, etc.).
   b) Staff receive training and support around how to provide participant-centered and strengths-based services.
   c) Participant-centered and strengths-based service knowledge, skills and practices are a part of staff job descriptions and work plans.
   d) Participant intake forms are developed using a participant-centered, strengths-based lens.
   e) The organization provides staff with tools to help facilitate participant-centered, strengths-based services (i.e., individualized service plan, strengths assessment, etc.).
   f) Other (please list):
	Scoring _/2
	
	0 = Does not complete the checklist
	
	1 = Uses one method for providing participant-centered, strengths-based approaches for services
	
	1.5 = Uses two methods for providing participant-centered, strengths-based approaches for services
	
	2 = Uses at least three methods for providing participant-centered, strengths-based approaches for services

12. Describe (a) <u>two</u> of the project's most important strategies to ensure participant-centered, strengths-based approaches, and (b) any significant successes that the project experienced providing these services over the past year. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees)	**Scoring _/2** 0 = does not respond to the question 0.5 = provides one example for (a), and at least a partial response for (b). 1 = provides one example for (a) with full responses to (b) for that example; or, provides two examples for (a), but no response for (b). 1.5 = provides two examples for (a), and only a full response to (b) one or partial responses to (b) for both.

	2 = provides two examples and full responses for (b)
13. Below is a checklist of possible ways to implement "Housing First" approaches for services. Please mark which methods your project uses, if any. If you use an unlisted method, please describe in the provided "Other" sections. See "Key Definitions for 2022 Renewal Project Survey" of "Housing First." **Methods of ensuring a Housing First approach is used:** a) Admission to project is not contingent on pre-requisites such as abstinence of substances, minimum income requirements, health or mental health history, medication adherence, age, criminal justice history, financial history, completion of treatment, participation in services, "housing readiness", history or occurrence of victimization, survivor of sexual assault or an affiliated person of such a survivor, or other unnecessary conditions unless required by law or funding source. b) Procedures in place to ensure that staff do everything possible to avoid denying assistance or rejecting an individual or family for the reasons listed above. c) Project does not require specific appointment times but has a flexible intake schedule that ensures access to all households. d) Intake procedures and service plans are focused on the participant's strengths, needs and preferences. e) Participation in the project is not contingent on participating in services or demonstration of progress made on a service plan. f) Procedures are in place to avoid project termination whenever possible. g) Ongoing assessment of organization's work to implement a Housing First model and reduce barriers for participants. h) Other (please list):	**Scoring _/2** 0 = Does not complete the checklist 1 = Uses one method for implementing Housing First approaches to services 1.5 = Uses two methods for implementing Housing First approaches to services 2 = Uses at least three methods for implementing Housing First approaches to services

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14. Describe (a) <u>two</u> of the project's most important strategies to ensure a Housing First approach and any (b) significant successes that the project experienced providing these services over the past year. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees.)	**Scoring _/2** 0 = does not respond to the question 0.5 = provides one example for (a), and at least a partial response for (b). 1 = provides one example for (a) with full responses to (b) for that example; or, provides two examples for (a), but no response for (b). 1.5 = provides two examples for (a), and only a full response to (b) for one or partial responses to (b) for both. 2 = provides two examples and full responses for (b).
15. Please describe (a) <u>two</u> of the project's most important strategies for improving safety for DV survivors, and (b) how the project assesses improvements to participant safety. (Up to 1400 characters with spaces. 2100 characters for grantees with 1-3 subgrantees. 4200 characters for grantees with 4 or more subgrantees.)	**Scoring _/4** 0 = does not respond to the question 1 = provides one example for (a), and at least a partial response for (b). 2 = provides one example for (a) with full responses to (b) for that example; or, provides two examples for (a), but no response for (b). 3 = provides two examples for (a), and only a full response to (b) for one or partial responses to (b) for both. 4 = provides two examples and full responses for (b).

Unspent Funds

	0 – <60% in most recent year excluding admin

The following questions ask about the three most recently completed grant or contract terms for the project. If you have not yet completed the APR for the most recent grant term, you can respond for the grant that ended in 2021. If the project has not yet completed three grant terms, include all applicable.

16. Fill in each text box with information about the **most recently completed** grant term for this project

A. Grant/ contract end date	B. Total grant amount	C. Of total grant amount, amount for admin	D. Total amount recaptured by HUD	F. Of total recaptured amount, amount for admin

17. Fill in each text box with information about the **second most recently completed** grant term for this project.

A. Grant/ contract end date	B. Total grant amount	C. Of total grant amount, amount for admin	D. Total amount recaptured by HUD	F. Of total recaptured amount, amount for admin

18. Fill in each text box with information about the **third most recently completed** grant term for this project

A. Grant/ contract end date	B. Total grant amount	C. Of total grant amount, amount for admin	D. Total amount recaptured by HUD	F. Of total recaptured amount, amount for admin

19. Please explain any contributing factors to this recapture history. (Up to 500 characters with spaces)

The right column contains:

0 – <60% in most recent year excluding admin

1 – 60-69% in most recent year excluding admin

2 – 70-79% in most recent year excluding admin

3- 80-89% in most recent year excluding admin

4- 90-99% in most recent year excluding admin

5-100% in most recent year excluding admin