

2021 CoC Competition Local Evaluation Instrument

For all HUD CoC-Funded projects in
the Chicago Continuum of Care

[INSTRUCTION MANUAL]



Instruction Manual 2021 Local Evaluation Instrument Due on May 13, 2021



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Introduction

Annually, the US Department of Housing and Urban Development (HUD) provides funding for homeless programs. Authorized under the [Homeless Emergency Assistance and Rapid Transition to Housing \(HEARTH\) Act](#), organizations can apply for funding through a Continuum of Care (CoC) Notice of Funding Availability (NOFA) process. To submit an application to HUD for renewal funding, the Chicago CoC requires all projects to submit a Local Evaluation Instrument (LEI). The evaluation process ensures a high standard of quality for renewal applicants and may also be used to make funding reallocation decisions at the local level. After the local evaluation submission, renewal applicants may be invited to submit a HUD application once the NOFA is released.

The Chicago CoC Board of Directors is the group of community stakeholders that sets local priorities for the CoC HUD funding. The Chicago CoC Board has designated All Chicago to act as the Collaborative Applicant. In this role, All Chicago is responsible for the local evaluation process with community input from the LEI Committee.

The local evaluation process includes two stages. First, agencies submit the Intent to Renew (ITR) form, and All Chicago reviews it. Second, All Chicago invites projects to complete the LEI. **Please note that renewal funding is not guaranteed upon submission of the LEI.** For information on how renewal funding is assessed based on LEI scores, see the [Ranking Process](#) section.

The purpose of the LEI is to:

- Secure and ensure efficient use of funding
- Implement Chicago's Plan to End Homelessness (Plan 2.0)
- Improve Chicago's homeless system service delivery and outcomes, and
- Communicate community priorities

The LEI is updated each year to comply with the HEARTH Act, the Federal Strategic Plan to End Homelessness – *Opening Doors*, and Chicago's Plan to End Homelessness – Plan 2.0. All Chicago and the LEI Committee understand that agencies may need time to incorporate any changes into their programs and take this consideration when updating the Instrument. However, agencies are strongly encouraged to stay informed throughout the year of any policy and priority changes to ensure compliance with requirements.

This manual provides information on the Chicago LEI for CoC-funded projects. Applications for new (not renewal) funding involve a different application process. Please contact All Chicago staff at CoCPrograms@allchicago.org for information on the new project application and selection process.



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Evaluation Process

What's New

1. **Project Performance:** The section regarding use of HMIS data to evaluate project performance has been removed from the 2021 LEI because the HMIS ART report used to score this section has become unreliable. Despite investments to correct deficiencies with our vendor and consultants, it remains unusable. Each project's score for this section from 2019 (the most recent evaluation) will be applied to its 2021 score. All Chicago is transitioning the HMIS to a new vendor, and under the new system the data reporting capabilities will improve.
2. **Coordinated Entry:** This section has also been removed from the 2021 LEI because the HMIS ART report used to score this section in the past is unreliable. Despite investments to correct deficiencies with our vendor and consultants, it remains unusable. Each project's score for this section from 2019 (the most recent evaluation) will be applied to its 2021 score.
3. **CoC Participation:** This section has been removed from the 2021 LEI because Agency Technical Administrator (ATA) meetings and HUD CoC Funded Partner Quarterly meetings were not held in 2020 due to the COVID-19 pandemic. Each project's score for this section from 2019 (the most recent evaluation) will be applied to its 2021 score. CoC membership dues are being collected and agencies that have not paid 2021 membership fees are asked to do so although it will not be scored this year. In the future, agencies may be scored on percentage of ATA meetings attended, percentage of HUD CoC-Funded Quarter Meetings attended, and payment of CoC Membership agency dues.
4. **Persons of Lived Experience Input:** The changes to the questions in this section were developed in collaboration with the Lived Experience Commission (LEC) and the LEI Committee in 2019. The number of examples required for questions #2 and #3 has increased. There is a new informational question about barriers for people of lived experience to meaningfully participate on the boards of directors or other policymaking entity.
5. **Grant Management:** The number of points deducted has increased for projects that spend less than 95% of their funds without commitment to reallocate these funds. Previously, there was a one (1) point deduction. In 2021, there will be a two (2) point deduction. This deduction increase is motivated by the high rate of unspent funds among Chicago CoC projects, and aims to encourage projects to fully spend grants or reallocate. Consolidated projects are subject to this question.
6. **Informational Questions:** There is one new informational question regarding the number of staff who are trained on SSI/SSDI Outreach, and Access and Recovery (SOAR). Additionally, there is an informational question applicable to PSH, RRH, Joint TH-RRH, and Youth TH projects (unless not using HMIS because serving survivors of domestic violence) regarding eligibility criteria. By including informational questions, All Chicago collects preliminary information and informs agencies that they may be scored on these metrics in the future.



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Timeline

Step	Date
LEI opens	April 22
Training webinar	April 26
LEI submission deadline	May 13
Preliminary scorecards released	May 28
Deadline to submit a Level 1 appeal to All Chicago for scoring remedy	June 7
All Chicago responds to scoring remedies	June 14
Deadline to Appeal to Level 2: LEI Appeals Panel	June 18
LEI Appeals Panel responds to appeals	June 25
Final scorecards released	June 30

Who Should Submit a Local Evaluation Instrument?

All CoC projects that have been previously funded through the Chicago CoC Competition Process are eligible to apply as a renewal in 2021. **A LEI should be submitted for any CoC-funded project that operated between January 1, 2020 and December 31, 2020, with an exception for some new projects (see below).**

HUD CoC and Chicago Program Models are outlined in the chart below. Any project that receives HUD CoC funding in these categories must submit a LEI.

<u>HUD CoC Program Component Type</u>	<u>Chicago Program Model</u>
Permanent Supportive Housing (PSH)	Permanent Supportive Housing (PSH)
Rapid Re-housing (RRH)	Rapid Re-housing (RRH)
Transitional Housing (TH)	IH - Interim Housing (IH) PH - Permanent Housing with Short Term Supports (PHwSS) Youth TH – Project Based or Scattered Site Transitional Housing
Supportive Services Only (SSO)	Engagement Services (various types)
Safe Haven (SH)	Safe Haven (SH)
Joint Transitional Housing and Rapid Re-housing (TH-RRH)	Joint Transitional Housing and Rapid Re-housing (TH-RRH)



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How to Submit for New Projects

New projects that began operation in 2020 and served clients for less than six months do not need to submit a LEI.

How to Submit for Consolidated Projects

If your agency consolidated two or more projects into one project with HUD approval in 2020, complete the LEI for the consolidated project. Consolidated projects will be scored on all questions including the grant management question.

Deadline and Submission Requirements

Deadline

All LEIs are due by **4:00 pm (CST) on May 13, 2021**. Agencies need to submit the LEI online via Alchemer (formerly SurveyGizmo).

Online Submission

Each agency only needs to submit one LEI covering all project-level and agency-level information. There is not a separate link for agency and project components.

To submit the LEI, please click [here](#).

Alchemer Tips

The survey software used by All Chicago is Alchemer (formerly SurveyGizmo). We recommend using **Firefox** or **Google Chrome** as your browser when working with Alchemer.

Save and Continue Feature: You should see a black bar running across the top of the page. On the right-hand side, inside the black bar, there is text that reads 'Save and Continue later.' Click here and enter your email to receive a unique link to your LEI. You can use this link to reopen and continue your LEI at any time before submission. You will only need to do this once and can use the same link each time you go back to work on the LEI in Alchemer. Please be sure to keep the email that you receive containing the link. If you do not see the email, please check your junk mail folder. Sometimes you may experience a delay of a few hours in receiving the email. The email will be from 'noreply@alchemer.com.' Check your email to ensure you have received the link before navigating away from your LEI.



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Your survey responses will **save** whenever you navigate between pages by clicking 'Back' or 'Next.' **NOTE:** If you complete a page and close the LEI before clicking on 'Next,' the work you did on that page will not be saved.

Required Questions: All Chicago has not enacted the required question feature for any questions in this year's LEI. By doing this, it is easy for you to skip ahead and navigate backwards and forwards through the form. However, even though the required question feature is not enacted, it is still necessary for you to provide an answer to every question that applies to your agency/project(s). Please ensure that you complete all blank fields. An 'N/A' option has been provided if there are cases in which that is an acceptable response.

Submission Policy

Authorized Representative: Only an authorized representative should submit the final LEI for your agency. An authorized representative should be a senior-level staff member in the organization who is authorized to enter into contractual agreements. Typically, this is the CEO or Executive Director, though at large agencies it may be another senior-level staff member. This representative will check the box to certify the submission and "sign" electronically by typing their name and title to authorize the submission.

Missing or Late Submissions: Projects that submit a LEI after the deadline – May 13, 2021 - will automatically receive a deduction of 10% off the final score per project. Projects that do not submit a LEI at all may have their funding reallocated by the CoC Board. Agencies/projects may file an appeal with supporting documentation regarding their late submission or lack of submission. All Chicago will make a determination on the appeal. If necessary, further appeals may be submitted in accordance with the appeals process.

Multiple Submissions: If you already submitted the LEI and need to make corrections prior to the deadline, you may email CoCprograms@allchicago.org and request a link that you can use for the purpose. Please note that if this type of request is made within 48 hours of the deadline, All Chicago does not guarantee a response. Alternatively, you may re-submit the LEI again. If an agency submits two or more complete LEIs, the last submission will be considered final unless the agency notifies All Chicago in writing via email.

Technical Assistance: Low scoring projects may receive a monitoring review along with technical assistance in 2021 from All Chicago staff. Low scoring projects for multiple years may be considered for involuntary funding reallocation by the CoC Board.

Technical Deficiencies Policy: All Chicago will not reach out to agencies to correct technical deficiencies. Any missing responses or attachments will result in loss of points.

Reminder: **All submissions are due by 4:00pm (CST) on May 13, 2021.** It is highly recommended that agencies submit as early as possible before the deadline to allow enough time to



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address any technical difficulties that may arise in submitting evaluations. Please check all responses and open all attachments to ensure accuracy prior to submission.

Review & Scoring Process

Review

All LEIs and supporting documentation are reviewed by members of All Chicago staff. Preliminary results will be distributed after all LEIs have been reviewed, and agencies will have an opportunity to appeal any score they believe is incorrect (See: [Appeals](#)).

Scoring

All questions in the LEI are indicated as one of the following:

- *Scored:* Points are allocated based on the scoring criteria noted for each question.
- *Informational:* These questions are used only for informational purposes and will not contribute to the project's overall score. Informational questions may appear as scored questions in future LEIs.

Using 2019 Scores for Targeted Sections of the LEI in 2021

Each project's scores from the project performance, coordinated entry, and CoC participation sections from 2019 (the most recent evaluation) will be applied to 2021. If a project would like to review the score they received in 2019 and does not have a record of it on file, project staff may contact CoCprograms@allchicago.org to request a copy. The reason for this approach is that the HMIS ART report used to score these sections in the past has become unreliable. Despite investments to correct deficiencies with our vendor and consultants, it remains unusable. All Chicago is transitioning the HMIS to a new vendor in 2021. Under the new system, data reporting capabilities will improve. Projects that did not receive a project performance or coordinated entry score in 2019 because they were new that year, will receive 100% for these two sections.

2019 scores on CoC participation will be applied to the 2021 score because during 2020, CoC providers were focused on responding to challenges arising from the COVID-19 pandemic and ensuring continuation of programs and services. CoC participation requirements such as attendance in HUD CoC Funded Quarterly Meetings and Agency Technical Administrator (ATA) meetings were canceled in 2020. Projects that did not receive a CoC participation score in 2019 because they were new that year will receive the same 2019 CoC participation score received by other projects in the agency. Agencies that are new since 2019 will receive full CoC Participation points.

Projects that consolidated since receiving 2019 scores, will receive a combined score across all projects. All Chicago will combine the 2019 scores of all the projects into one score. The combined



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score will be calculated by taking the percentage of the overall combined budget that is attributed to each individual project and weighting the score according to these percentages. For example, if project A is 30% of the consolidated budget of the agency and project B is 70% of the consolidated budget, then project A's score will account for 30% of the combined score and project B's score will account for 70% of the combined score.

Weighted Scoring

In 2019, the LEI Committee first implemented weighted scoring. Weighted scoring meant that the LEI was divided into sections and each section was given a specific value or weight. These values will be provided to sections for all projects regardless of how many points are possible or earned in the section. The reason for this change was to create more equitable scoring across model types. The weighted scoring model is the same in the 2021 LEI as it was in the 2019 LEI. However, the Project Performance, Coordinated Entry, and CoC Participation sections will be calculated with the same score that each project received in 2019 since these sections of the LEI are not being rescored for 2021.

The weights by section for the 2021 LEI are as follows:

<u>Section:</u>	<u>Weight</u>
Persons of Lived Experience Input (2021 score)	29.1%
Grant Management (2021 score)	7.3%
CoC Participation (2019 score)	1.8%
Coordinated Entry (2019 score)	13.4%
Project Performance (2019 score)	48.4%
Total	100%

Question Types/Methods

The LEI consists of questions that can be completed in a data collection tool called Alchemer (formerly SurveyGizmo). Each agency should complete one LEI that covers all agency and project level information. The types of questions in the LEI include:

- Yes/No response
- Narrative response
- Checkbox response

Projects do not need to submit the percentage of grant funds that were spent on the Grant Management question. All Chicago receives data reports from HUD on grant spenddown and will use this data to score the projects. However, projects that spent less than 100% need to complete the question to explain and indicate whether they will voluntarily reallocate funding.



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Important Notice About Blank or Incomplete Answers

A blank or incomplete answer on a question in the LEI will result in a loss of points for that question. Agencies should ensure that all parts of a question are completed. Also, agencies should ensure that all narrative and explanation fields, tables, etc., are completed as requested. Questions that pertain to project-level information should have submitted information for every project at the agency. It is advisable to carefully and thoroughly review all answers prior to submitting the LEI.

Scores will be based on what is submitted only. Late submissions will automatically result in a deduction of points. Lack of submission may lead to reallocation of funding (See: [Submission Policy](#)).

Appeals

Appeals Process Overview

All renewal projects will be able to appeal their scores. The Appeals Policy and instructions will be included in the email announcing the agency and project's preliminary scores. Please note, new attachments or supporting documentation will not be considered during the Appeals Process, unless specifically requested by All Chicago staff.

All Chicago will review and score the LEI submissions in accordance with the LEI Instruction Manual's policies and procedures. A preliminary scorecard will be sent to agencies within three weeks of the LEI final submission date. After reviewing the scorecard, agencies will be able to appeal their scores in accordance with the Appeals Process outlined in the [Local Evaluation Appeal Change Memo](#). In 2021, this Appeals Process is being piloted, and it differs from the process outlined in the CoC charter. This process may change in 2022.

Agencies may submit an appeal based on scoring or data errors only. Scoring appeals must be based on erroneous scoring, but all ITR appeals are accepted. All Chicago will attempt to resolve scoring errors or scorecard mistakes prior to the appeal deadline to avoid going through the Appeal Process.

Agencies will not have grounds to appeal the project performance, coordinated entry, or CoC participation scores in 2021. All Chicago decided, with input from the LEI Committee, to use 2019 scores for these sections (See: [Using 2019 Scores for Targeted Sections of the LEI](#)). In 2019, agencies had the opportunity to submit and resolve appeals to these scores.

The role of All Chicago in reviewing appeals is to ensure scoring or data errors are identified and corrected, so that agency scores are not negatively impacted. All Chicago calculates scores based on this Instruction Manual's policies and procedures.



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The role of the LEI Appeals Panel in reviewing appeals is to ensure that appeal denials issued by All Chicago follow this LEI Instruction Manual policies and procedures. This is the final opportunity to appeal. All decisions by the Appeals Panel of the CoC Board of Directors are final.

The membership of the Appeals Panel is as follows: two members of the LEI Committee (one Lived Experience Commission; one Service Provider), two members of the Collaborative Applicant Committee, two members of the Board of Directors (one Lived Experience Commission; one Service Provider or Other Group), one member of the Coordinated Entry (CE) Lead or CE Leadership Team, one member of the HMIS Lead or HMIS Committee, and two members of the Service Providers Commission. Service Providers who submit an appeal to the Appeals Panel will need to recuse themselves from participating on the panel. All Chicago staff who participated in the review and scoring of LEI will not be a part of the Appeals Panel.

The construction of the Appeals Panel will occur according to the following process. Each commission or group will be notified by All Chicago of the formation of the panel and asked to select a pool of three to five people who would be able to serve. These selections will be sent to All Chicago. The selected members of the pool will receive a save the date invitation. Once the appeal deadline has passed, All Chicago will select members from the pool to participate, ensuring that any person working for an agency that is appealing a question will not be included.

Agencies must use the [2021 Local Evaluation Instrument Appeal Form](#) for each individual appeal to the Appeals Panel. Failure to use the form or failure to complete it thoroughly will result in an automatic denial of the appeal. Agencies may not skip any step in the process listed below. Failure to complete a step will result in an automatic denial of the appeal.

Appeals Steps & Timeline

Step 1: All Chicago releases preliminary scorecards to agencies for each of their projects on May 28, 2021. Agencies wishing to appeal must begin by remedying scoring issues with All Chicago (Collaborative Applicant). This must be done by sending an email to CoCprograms@allchicago.org by the deadline of June 7. In the email, explain the scoring issue (such as incorrect data or incorrect scoring according to the Instruction Manual) you have identified. Please include which question and which project(s) it applies to. Submit a separate email for each question you are appealing.

Step 2: Agencies receive remediation decisions from All Chicago by June 14, and if so desired, they may appeal to the LEI Appeals Panel utilizing the [2021 Local Evaluation Instrument Appeal Form](#) by June 18.

Appeals panel members will only accept information through the Appeals Process and not outside of it. The panel is constructed to ensure its members have the appropriate knowledge, background, expertise, and neutrality. They will have access to necessary information, including relevant policies and procedures. The composition of the panel is described in the previous section. Panel members are selected by members of their commissions or workgroups.



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Step 3: Agencies will receive a response to their appeals by June 25. Decisions made by the LEI Appeals Panel will be final.

As in past years, All Chicago collects community feedback when developing the LEI, and therefore philosophical disagreements and question wording will not be grounds for appeals. Agencies wishing to express their disagreement about questions based on philosophy or wording are encouraged to do so at a meeting or in writing to the Collaborative Applicant Committee (CAC).

Per the [Local Evaluation Appeal Change Memo](#), All Chicago has developed the following timeline for the Appeals Process and will adhere to it. If any of these dates need to change, All Chicago will notify agencies.

Appeals Step	Deadline
Preliminary scorecards released	May 28
Deadline to submit a Level 1 appeal to All Chicago for scoring remedy	June 7
All Chicago responds to scoring remedies	June 14
Deadline to Appeal to Level 2: LEI Appeals Panel	June 18
LEI Appeals Panel responds to appeals	June 25
Final scorecards released	June 30

Ranking Process

The CoC Board (and relevant committees or work groups) will establish the 2021 Ranking Policies upon release of the Notice of Funding Availability (NOFA) from HUD. LEI scores are one of many factors considered when determining the Ranking Policies. A copy of these policies will be distributed when they are approved. Once the FY21 HUD CoC Program Competition begins, all projects will be notified of their ranking status.

LEI Resources

Training Opportunities

LEI Training

All Chicago will offer a virtual training to provide an overview of the LEI. The training will cover the LEI questions, timeline, submission form, and appeals process. Please register for the training in advance. The session will be recorded and posted in All Chicago's [Online Learning Portal](#).

- When: April 26, 2021, 2:00-3:30 pm
- Where: GoToWebinar platform
- Register: <https://attendee.gotowebinar.com/register/5342513119875485198>



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If you are unable to attend the training, the webinar will be recorded and made available shortly afterwards in the [Online Learning Portal](#). All presentation slides will also be available in the Online Learning Portal. If you have any questions regarding these trainings, please contact the CoC Program team at CoCprograms@allchicago.org.

LEI Assistance

A PowerPoint presentation is available as a resource that provides technical assistance regarding the use of Alchemer (formerly SurveyGizmo). Within these slides you can find information about navigating through Alchemer, utilizing the “save and continue” feature, uploading files, and other tips and tricks. You can navigate through these slides at your own pace or use them to search for assistance on a particular issue. Access the slides through All Chicago’s [Online Learning Portal](#). After logging into the learning portal, search for and launch the course called ‘Alchemer Technical Assistance’ or click [here](#). Find instructions for using the online learning portal at <http://www.allchicago.org/training>.

All Chicago Staff

All Chicago staff will also be available to respond to questions and provide technical assistance. Agencies are highly encouraged to consult the Instruction Manual and FAQs on the CoC Slack Channel prior to contacting All Chicago.

For all questions regarding the 2021 LEI process, please contact All Chicago staff at CoCPrograms@allchicago.org or 312-379-0301. Business Hours are from 9am to 5pm, Monday through Friday. Please allow 24-48 hours for a response.

Other Helpful Resources

All Chicago Website: www.allchicago.org

LEI information and materials: <https://allchicago.org/continuum-of-care/coc-programs/>

Frequently Asked Questions Document: [Join the Chicago CoC Slack Channel](#) (This is where updated FAQs are posted; locate the search bar and search for ‘2021 LEI FAQs’)

HUD e-snaps Training and Resources Page: <https://www.hudexchange.info/programs/e-snaps/>

HMIS Helpdesk: <https://hmis.allchicago.org>



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The LEI

This section provides details related to each section and question in the LEI. It is recommended for agencies to review everything in this section and prepare answers prior to entering information into the LEI on Alchemer.

Grant Management Section

In the past, informational questions appeared in this section to verify project details including whether they were new or consolidated. This information is now collected in the Intent to Renew (ITR) and does not need to be duplicated. All Chicago will use information collected in the ITR process.

Question #1: Please answer the following set of questions for each project at your agency that did **not** spend 100% of funds for the grant year that was completed in 2020.

- a. Explain the reason the project did not expend 100% of the funds.
- b. Is the project willing to reallocate funds in 2021? If yes, please indicate the amount.

Question Type/Method: Combination of All Chicago Verification and LEI

Agency or Project Question: This is a project-level question.

Projects exempt from this question: Projects that were new or transferred in 2020.

Guidance: All projects should make efforts to spend down 100% of grant funds and should, if needed, adjust their budget and contact local HUD throughout the year, to avoid recapture of funds. Projects consistently returning funds may be subject to partial or full grant reallocation by the CoC Board.

All Chicago will receive data from HUD about each project's expenditures and will calculate the percentage of funds spent. Therefore, agencies do not need to submit the expenditure percentage to All Chicago. However, if a project did not spend 100% of its funds, Questions #1a-1b need to be completed.

If agencies have multiple projects that did not spend 100% of funds, they need to answer Questions #1a-1b multiple times. To answer these questions for multiple projects, after the first project is completed, click on 'Add Another Project' at the bottom. Skip this question for any project that has spent 100% of funds or for any project that is exempt from this question.

Scoring: Only projects spending >98% of funds will be eligible for full four (4) points. Projects will be eligible for three (3) points if 95-97.9% of funds were expended. Projects that expended less than 95% of funds and reallocate at least 80% of the 3-year average of unspent funds will receive two (2) points. Projects that expended less than 95% of funds and reallocate 50-79.9% of the 3-year average of unspent funds will receive one (1) point. Projects that expended less than 95% of



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funds with no reallocation will not be eligible for points and will have two points deducted from the overall score.

All Chicago will use the following process to give agencies the opportunity to voluntarily reallocate funds to the CoC: While completing the LEI, agencies will be asked whether they are willing to reallocate funds. In the preliminary scorecard, this decision will not have been verified yet so your points will not reflect this. After the preliminary scorecards are released, All Chicago will reach out to agencies that have significantly underspending over the past three years to discuss voluntary reallocation of a portion of these funds. Projects that commit to voluntarily reallocate funds by signing a commitment form will receive points for this question in the final report card, according to the formula described above.

Persons of Lived Experience Input Section

All Persons of Lived Experience input questions are agency-level questions. The score an agency receives on this section will be applied to each of the agency's project scores.

Question #1:

- a. Describe the procedures in place at the agency (prior to the COVID-19 pandemic) that enable the Board of Directors or other policymaking entity to receive direct input from people of lived experience (PLE). These procedures may include, but are not limited to, board member participation, advisory councils, consumer feedback sessions, surveys, and suggestion boxes. Describe the following:
 - How the agency seeks PLE input
 - The frequency with which the activities occur
 - How input from feedback sessions, surveys and suggestion boxes are collected and implemented
 - Procedures used to inform the Board of Directors or other policymaking entity
 - After the Board of Directors or other policymaking entity is informed, the procedures used to communicate the resulting decisions and/or actions to program participants
- b. Describe how the COVID-19 pandemic impacted the procedures you listed in Question 1a.
 - Which procedures were you able to continue, and were there any that you could not continue?
 - Did the agency try to change procedures to make them possible or create new procedures that could be implemented during the health crisis?
 - Please describe how the agency reacted to the challenge and how many methods of obtaining input from people with lived experience were implemented during 2020.



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Guidance: It is the priority of the Chicago CoC Board to ensure that all services reflect the expressed needs of persons who are experiencing homelessness. The CoC Board believes that when participants are provided opportunities to contribute experiences and expertise related to the assistance and services that they need, projects and the Continuum are strengthened. Please write narrative responses to answer all aspects of this question and provide as much detail as possible.

Scoring: There are a total of nine (9) points possible for this question. The table below describes the breakdown of how points will be awarded.

Scoring Detail for Question 1

Question	Maximum Points Possible	Calculation
1a (the next 5 rows pertain to Question 1a)		
How the agency seeks participant input	3	3 points for 3 or more ways 2 points for 2 ways 1 point for 1 way
The frequency with which the activities occur and how the activities are communicated to participants/people of lived experience	1	1 point for annual minimum 0 points for no mention of frequency or less than annually
How input from feedback sessions, surveys and suggestion boxes are collected and implemented	3	1 point for each of the following: <ul style="list-style-type: none"> - Participation is not required - All information is anonymous, cannot be linked to an individual participant, and no consequences based on input - Accommodations are made for participants who may have challenges in completing
Procedures used to inform the Board of Directors or other policy-making entity	1	1 point for clear explanation of how Board of Directors or other entity are informed, and the frequency.
After the Board of Directors or other policy-making entity is informed, the procedures used to communicate the resulting decisions and/or actions	1	1 point for clear explanation of how participants are informed of decisions or actions, and the frequency.
1b (the next row pertains to Question 1b)		
How the agency used procedures to collect input from people of lived experience during the covid-19 pandemic	1	1 point for a clear explanation of at least 1 method that the agency used to try and receive input during the pandemic.



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Question #2: Describe at least two specific examples within the last two years of changes made to a program or operation because of the agency's process for receiving direct input from persons of lived experience. Both examples must be in the last two years (since January 1, 2019). An example can be from 2020 but is not required to be from 2020. Please address all parts of the process that are mentioned in Question 1. The examples are not required to have been approved by the Board of Directors. However, they must address how the suggestion was collected from people of lived experience, the process used to make the change, and how the change was communicated to the Board of Directors and program participants.

Guidance: Describe actual examples of the practices described in Question #1. When describing the examples, describe what occurred in each part of the process such as how the input was sought or collected, how it was implemented, how the Board of Directors or other policymaking entity was informed, and how the resulting decisions and/or actions were communicated.

Scoring: This question is worth four (4) points. Two (2) points will be awarded for each complete example. To receive full points, provide the specific time period, such as the month and year, when the examples occurred. Additional examples do not receive additional points.

Question #3: Describe how the agency provides any of the following to current project participants and provide at least three specific examples from 2019 or later. Examples that have been submitted in past LEIs will be accepted.

- Opportunities for personal growth
- Opportunities to volunteer in the community
- Opportunities to volunteer at the agency
- Opportunities to contribute to agency operations
- Employment opportunities within the agency

Guidance: Write a narrative response to answer all aspects of this question and provide as much detail as possible. Examples should be recent since 2019, and information provided in other responses in this section should not be repeated. In the response, identify the time period when the example occurred.

Scoring: This question is worth three (3) points. Three (3) points for three or more of the examples listed with a clear explanation; two (2) points for two of the examples listed with a clear explanation; one (1) point for one of the examples listed with a clear explanation. The points for this question will be applied to all projects at the agency.

Question #4: Has the agency learned of any barriers to attendance and participation for people of lived experience of homelessness on its Board of Directors or other policymaking entity? If the agency learned of any barriers, is the agency working to provide any supports that could help make meaningful participation possible?

Guidance: Explain what your agency has learned about the challenges or barriers that may impact meaningful participation on the Board or other policymaking entity by people of lived experience. Describe the work that has been done to try to address these challenges. Some possible ways of



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supporting meaningful participation could be training, compensation, transportation, alternate representatives, or other methods.

Scoring: This question is informational in 2021. Points may be awarded in the future.

Informational Questions Section

Informational questions are not scored in 2021 but may be scored in the future through the same or a similar question. By including informational questions, All Chicago aims to collect preliminary information and prepare agencies to know that they may be scored on the metrics in the future.

Question #1: How many staff does the project have who have completed SOAR training in the last five years?

Guidance: The staff must currently work for the project but may have completed the training prior to employment with the project as long as it was within five years.

If agencies have multiple projects, they need to answer Questions #1 multiple times. To answer this question for multiple projects, after the first project is completed, click on 'Add Another Project' at the bottom.

Scoring: None – this is informational.

Question #2: For PSH, RRH, Joint TH-RRH, and Youth TH projects, has the project submitted its eligibility criteria and supporting documentation in response to the email that was distributed to HUD CoC Funded Projects on March 30, 2021?

Guidance: An email was sent to all HUD CoC Funded projects. The email contains a standard set of eligibility criteria. If the project has additional criteria, the project must list them and provide supporting documentation of the source of the additional requirement. The CE Lead entity, CSH, will track instances in which projects reject matches for reasons that are inconsistent with established eligibility criteria. The LEI may include a scored question in the future to evaluate noncompliance with eligibility criteria. This question is not applicable to projects that do not take matches from the Coordinated Entry System (CES).

Project Performance Section (Removed in 2021)

The Project Performance section has been removed from the 2021 LEI. Each project's score will be the final score received in the 2019 LEI.



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Coordinated Entry Section (Removed in 2021)

The Coordinated Entry section has been removed from the 2021 LEI. Each project's score will be the final score received in the 2019 LEI.

CoC Participation Section (Removed in 2021)

The CoC Participation section has been removed from the 2021 LEI. Each project's score will be the final score received in the 2019 LEI.

Appendix

The following items are referenced throughout this Instruction Manual and are listed again here to enable agencies to quickly locate them.

[LEI Submission Form in Alchemer](#)

[Alchemer Technical Assistance slides](#)

[Frequently Asked Questions \(FAQs\)](#) - On Slack, locate the search bar and search for '2021 LEI FAQs'

[Appeal Form](#)

[Program Model Chart \(updated 2/12/2021\)](#)