

Below is the first set of Frequently Asked Questions for the 2010 NOFA Evaluation Instrument process. Additional FAQ documents will be sent out throughout the coming weeks, if necessary. You can always access FAQ documents on our [website](#).

## Resources

**Q: Where can I find information about and/or download the 2010 Evaluation Instrument?**

A: The Chicago Alliance to End Homelessness (CAEH) updates its [NOFA website](#) frequently throughout the NOFA process. You can access and download the 2010 Evaluation Instrument, view the program models chart, and access important HUD resources by visiting <http://thechicagoalliance.org/nofa.aspx>.

**Q: How can I get the Evaluation Instrument my agency submitted during the 2009 NOFA process?**

A: You can pick up your 2009 Evaluation Instruments, and use them as reference for completing the 2010 Evaluation Instrument, by contacting Amanda or Nicole and setting up a time to come into CAEH's office.

## Organization

**Q: Should I include attachments at the end of the document, or at the end of each priority?**

A: In the past, reviewers have found it helpful when attachments are included after each priority for which they correlate. Make sure to include the Priority # and Question # that the attachment addresses, on the attachment itself.

**Q: How can I submit my Evaluation Instrument via email?**

A: You may email your Evaluation Instrument to [abecker@thechicagoalliance.org](mailto:abecker@thechicagoalliance.org) before the deadline. Please note that the Evaluation Instrument and all attachments must be scanned and sent as one PDF document. Due to the size of these documents, we recommend attempting to send the document *at least* two days prior to the May 14<sup>th</sup> deadline. If you have trouble submitting the document via email, please contact Amanda Becker Carlisle to discuss alternate email arrangements. If you submit an emailed copy, you do not need to turn in a paper copy.

## Threshold

**Q: What do we need to do for question #2 if our project has not been monitored by HUD in the last three years?**

A: You should answer "No" to question (a) for threshold question #2 and move onto threshold question #3.

**Q: For question #3, do we submit the entire audit or just a copy of the auditor's letter?**

A: You only need to submit a copy of the auditor's letter if the agency has a clean audit. If the agency has an audit with findings, you must submit the auditor's letter and plan of action for the findings.

## Priority 1 – Performance

**Q: For questions that ask if current performance numbers represent an increase from last year, do I need to provide previous year APR data?**

A: Read the directions carefully in Priority 1. For projects that have come in for renewal previously, CAEH has a copy of the APR that was submitted as part of last year's Evaluation Instrument; therefore, you do not need to provide an additional copy of last year's APR.

**Q: Do we need to include documentation for numbers we need to include in Priority 1 that are not in the HUD APR?**



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A: No, you do not need to include documentation for the numbers not included in the HUD APR but requested for Priority 1 (such as the 6 or 12 month follow-up questions). When the authorizing individual at the agency signs the “Certification and Acknowledgement” section of the Evaluation Instrument (page 10), they are certifying that the information contained in the Evaluation Instrument application is accurate and true.

***Q: For SSO Projects ONLY: What are some examples of components of functionality, as asked in Priority 1 for SSO's (page 20)?***

A: Examples of functionality components are: obtaining permanent housing, obtaining or increasing income, enrollment into treatment programs, increasing education, obtaining employment maintaining permanent housing, etc.

### Special Needs Populations – Priority 3

***Please note:*** In the 2010 Evaluation Instrument Training, it was mentioned that question 1 of Priority 3 will not be calculated using APR Question 6B, but rather the sum of APR Questions 12a and 12b (chronic homeless columns).

### Match/Leverage – Priority 5

***Q: Do we need to provide documentation of our match and leverage resources as part of our application?***

A: No. The 2010 Evaluation Instrument does not require attachments to document match and leverage resources; however, such documentation must be included in your Exhibit 2 application and project files for HUD.

***Q: What are the cash match requirements for HUD dollars?***

A: HUD requires a cash match of 20% for services and HMIS, and 25% for operations. No cash match is required for leasing dollars.

***Q: How much can I calculate as the leverage amount for volunteer service hours?***

A: For the HUD SHP program, HUD does not specify a general rate for leveraging volunteer hours; however, according to HUD Federal Register for the Shelter Plus Care program (582.110 section 3):

(3) The value of time and services contributed by volunteers at the rate of \$10.00 an hour, except for donated professional services which may be counted at the customary charge for the service provided (professional services are services ordinarily performed by donors for payment, such as the services of health professionals, that are equivalent to the services they provide in their occupations);

### HMIS – Priority 9

***Q: Who do I contact if my ART reports have incorrect data?***

A: Any data or report questions should be directed to the City of Chicago's Department of Family and Support Services (follow the directions outlined in the 2010 Evaluation Instrument, on page 36). You can also refer to the Appendix C and D in the 2010 Evaluation Instrument on how to run and interpret HMIS reports.

***Q: Why does my ART report still show missing values even after I updated client information in ServicePoint?***

A: The most common reason universal data elements do not appear on ART reports is because the data was entered in regular mode, and not backdate mode. Following the instructions in Appendix C on how to interpret ART reports and correct missing data, as well as the ServicePoint help function for instructions on how to enter



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into backdate mode, should help you correct this issue. If the problem persists, contact the City of Chicago's Department of Family and Support Services.

***Q: Who do I contact if I did not receive my ART reports, or if I need to get another ART report?***

A: If you need a copy of an ART report for Question 7, please contact Nicole Prichard. ART reports were sent to the primary NOFA contact at each agency in early April. Each agency is allowed to request one additional ART report from Alliance staff prior to the 2010 Evaluation Instrument Deadline.

***Q: Question 7 asks for data on all clients served from October 1, 2009 to February 28, 2010 but the ART report is only showing information for clients who entered or exited during that time frame – what do we do?***

A: Your ART reports are correct. Question 7 will only be calculating UDE percentages for clients who entered or exited during the timeframe, not all clients served, as incorrectly stated in the question.

***Q: Do ART reports show information on children and should the Universal Data Elements (UDE's) be completed for the children?***

A: Yes, ART reports show children, and agencies must ensure that UDE's are completed for 95% or more of individuals entered into HMIS for that project to receive full points, including children.

***Q: What are some sample data quality procedures (asked in Question 6 – not scored)?***

A: Sample data quality procedures are attached to this email; the document is titled, "Samples ways to ensure data quality\_Final". A 2005 reference document is also attached. Please note, the document from CAEH combines information from HUD about data quality best practices at the agency level, with policies and practices in place at agencies throughout Chicago; it is intended to serve as a reference for agencies looking to implement data quality policies and procedures for their projects and is not endorsed by Chicago's HMIS administrators.

### CAEH NOFA Staff Contact Information

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