

Performance Measures / Monitoring and Evaluation Maine and Portland Continuums of Care

Documentation Guide

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Summary of Documents

1. Performance Measures/Monitoring & Evaluation Graphic

This graphic provides a visual overview of the plan for creating three distinct CoC committees. The Performance Measures (PM) Planning Committee is a new joint committee with membership from both CoCs. In addition, each CoC would maintain a separate Monitoring & Evaluation Committee and Project Selection Committee. These committees are responsible to the CoCs for carrying out the tasks defined in the PM/ME Policies and Procedures document.

2. Performance Measures/Monitoring & Evaluation Policies and Procedures

The CoC Program Interim Rule requires project- and system-level performance monitoring and project-level compliance monitoring. The draft policies and procedures in this document outline the processes that the Maine and Portland CoCs will use to: Set annual performance measures and targets in consultation with CoC and Emergency Solutions Grant (ESG) recipients and subrecipients; Monitor CoC and ESG recipient performance against those targets; Report monitoring results to projects; Provide technical assistance to poorly performing projects; and Take action against projects that have ongoing poor performance. The document outlines the roles of three new committees: the Performance Measures (PM) Planning Committee, the Monitoring & Evaluation Committee, and the Project Selection Committee.

➤ Performance Measures

The Maine and Portland CoCs will jointly establish performance measures at an annual Performance Measures (PM) Meeting. At the meeting the CoCs will review, revise, add or discontinue performance measures, and set numerical targets. These targets may vary between the Maine and Portland CoCs, or by project type or subpopulation. HMIS data will be the primary source of information used to monitor aggregate project performance on the agreed upon measures; these and any new HUD measures will be reviewed at the annual PM Meeting.

➤ Monitoring

The CoC Monitoring Committee will oversee the processes used to monitor projects that intend to apply for renewal McKinney-Vento funding through the CoC. Program performance will be assessed once a year against an established threshold. Programs that do not meet the threshold, and/or meet fewer than half of the performance standards, will be considered “programs of concern” and will be required to develop a 12-month action plan for improving performance. The CoC Monitoring Form will be completed by the CoC project recipient and reviewed by the Monitoring Committee.

➤ Project Scoring and Ranking

New and renewal projects will be required to submit their proposed applications to the Project Selection Committee. This committee will review, score, and rank all project applications based on a CoC-approved scoring tool. Each new project applicant shall give a brief project presentation, including a question and answer session, to the CoC Project Selection Committee. Each renewal project applicant may be asked to give a brief project presentation as well. Both new and renewal projects will be scored based on their application and the project presentation, if applicable; using the approved CoC Project Rating Form. The CoC Project Selection Committee will also consider recommendations from the CoC Monitoring Committee based on results of any monitoring findings that occurred during the renewal program's monitoring evaluation.

3. Performance Measures Chart

Under the CoC Program Interim Rule, CoCs are required to consult with recipients and subrecipients to establish performance targets appropriate for population and program type. This chart provides a guide for the Maine and Portland CoCs to use at the annual PM Meeting (described above) to mutually decide on performance targets. These measures should be set in consultation with ESG programs in the area. The performance measure categories include those established by HUD for the CoC and ESG Programs, as well as those established through state and local plans to end homelessness. The CoCs may, at their discretion, add additional measures.

4. CoC Monitoring Form

The CoC Program Interim Rule requires CoCs to monitor recipient and subrecipient performance, evaluate outcomes, and take action against poor performers. The CoC Monitoring Form is a tool that CoCs can use to monitor CoC funded programs. The plan and process for monitoring these projects is outlined in the PM/ME Policies and Procedures document. The Monitoring & Evaluation Committee will be responsible for carrying out the monitoring duties. Under the HEARTH Act, recipients of ESG program funds are also required to coordinate with recipients of CoC Program funds. Outcomes of projects funded under ESG should also be evaluated.

5. Monitoring Threshold Template

This template is intended for use by the Monitoring & Evaluation Committee in conjunction with the CoC Monitoring Form. This tool allows the committee to score all projects in one template and easily see the total scores of each project. The directions on completing the Monitoring Threshold Template are located in tab one of the document. The Monitoring & Evaluation Committee can score the projects in each category with either a "1" that the project provided an acceptable response, or a "0" that the answer or result was unacceptable. Based on an established threshold, the project will either be "In Good Standing" or require further action.

6. Renewal Project Rating Tool

CoCs are responsible for ensuring that resources and services are coordinated in a way that moves the CoC toward its goals of ending and preventing homelessness. It is imperative that CoCs be held accountable for their funding decisions. All CoCs are expected to evaluate outcomes of projects and to make subsequent funding decisions to improve performance. The Renewal Project Rating Tool is a form that the CoC Project Selection Committee can use to rank and score renewal projects applying for CoC funds. The plan and process for evaluating renewal projects applying for CoC funds is outlined in the PM/ME Policies and Procedures document.

7. New Project Rating Tool

If funding is available for new projects, new programs will be required to submit their proposed applications to the CoC Project Selection Committee for review. The New Project Rating Tool is a form that the committee can use to rank and score new projects applying for CoC funds. The plan and process for evaluating new projects applying for CoC funds is outlined in the PM/ME Policies and Procedures document.