



Missouri Balance of State Continuum of Care Project-Level Performance Improvement Policy

The Mo BoS CoC evaluates performance of all projects entering data into the Mo BoS CoC Homeless Management Information System (HMIS) and intends to include data from projects using comparable databases in the future. Projects are expected to conduct frequent reviews of project performance, data quality, and data timeliness. The Mo BoS CoC will notify project staff when the project does not meet the performance standards established by the Mo BoS CoC, and the affected projects must establish a Performance Improvement Plan that describes the actions the project will take to improve performance and the timeframes associated with each action.

Reporting Period

The system performance measure reporting period established by the Department of Housing and Urban Development and utilized for the Mo BoS CoC's annual project performance reviews and the CoC Program Competition is the federal fiscal year—October 1 through September 30. The Mo BoS CoC must notify affected projects of performance deficiencies by November 1 to give projects adequate time to implement processes to improve performance. All organizations serving the Mo BoS CoC geographic area should also regularly review their performance to address performance deficiencies prior to the implementation of a Performance Improvement Plan.

Performance Review Frequency

The Mo BoS CoC Performance Committee will evaluate project performance no less than once per year following the end of the federal fiscal year (October 1 – September 30). The Performance Committee will notify the Mo BoS CoC Board of Directors of all projects that did not meet the performance standards established by the Mo BoS CoC during the prior federal fiscal year.

The Performance Committee may review project performance periodically during the federal fiscal year, and may notify the Mo BoS CoC Board of Directors of projects that are at risk of not meeting performance standards. The Mo BoS CoC may provide reasonable technical assistance to projects at risk of not meeting the performance standards.

Notification of Deficiency

Projects that do not meet the performance standards established by the Mo BoS CoC following the end of the federal fiscal year must establish a Performance Improvement Plan. The Mo BoS CoC Performance Committee must notify project staff of the project's performance deficiency by November 1. Notifications of performance deficiency must, at a minimum, include:

- The date of notification;
- The reporting period in which the project was reviewed;
- The scoring or evaluation process used to evaluate the project including the performance criteria or standards established by the Mo BoS CoC;
- The criteria or standards the project failed to meet;
- The project's overall score, if applicable;
- The criteria or standards the project must achieve;
- The date of the project's next performance review; and
- Contact information for the Mo BoS CoC entity responsible for monitoring the project's performance.

Performance Criteria

The Mo BoS CoC will establish and publish on its website the performance evaluation methodology including the criteria or measures being evaluated, the standards or benchmarks for each criterion or

measure, the scoring weight for each criterion or measure, and the scoring threshold for performance deficiency.

The Mo BoS CoC may evaluate project performance based on criteria and standards established by the Mo BoS CoC or the Department of Housing and Urban Development. Performance evaluation criteria may include but are not limited to:

- Client outcomes and characteristics, e.g. length of time persons remain homeless, returns to homelessness, income growth, placement in or retention of permanent housing, risk score or VI-SPDAT score;
- Project data and management, e.g. data quality, utilization rate, HMIS bed coverage, coordinated entry utilization;
- Financial management, e.g. unspent or recaptured funds, untimely expenditures or drawdown of funds, misuse of funds;
- Project capacity and capability, e.g. audit or monitoring findings for which a response is overdue or unsatisfactory, significant changes to organizational leadership, mission, or goals, legal action against the organization or staff, alignment with Mo BoS CoC priorities; or
- Other criteria that the Mo BoS CoC determines are important or relevant factors to evaluating project performance.

Performance Improvement Plans

Project staff must develop a Performance Improvement Plan within 30 days of receiving notice of the performance deficiency from the Performance Committee and send the Performance Improvement Plan to the Mo BoS CoC entity responsible for review the project's performance. Performance Improvement Plans must, at a minimum, include:

- The date the project received notification of performance deficiency;
- The date the Performance Improvement Plan was developed;
- The date the Performance Improvement Plan was sent to the Mo BoS CoC entity responsible for reviewing the project's performance;
- The performance criteria or standards the project failed to meet;
- The specific actions or steps the project has taken or will take to resolve the performance deficiency;
- The dates or timeframes by which each action or step will be accomplished; and
- The anticipated performance improvement resulting from each action or step.

Projects may provide additional information explaining the cause or circumstances that resulted in the performance deficiency. Projects with Performance Improvement Plans may request technical assistance from the Mo BoS CoC and, when applicable, the Department of Housing and Urban Development to improve project performance.

Regular Performance Improvement Plan Reviews

The Mo BoS CoC will evaluate Performance Improvement Plans no less than once per year at the end of every federal fiscal year following a project's placement on a Performance Improvement Plan. The Mo BoS CoC may evaluate Performance Improvement Plans more frequently than once per year. Projects that meet the established performance criteria will be removed from the Performance Improvement Plan. Projects that do not meet the established performance criteria during Performance Improvement Plan reviews may be considered for corrective action by the Mo BoS CoC Board of Directors.

Corrective Action

CoC Program Funded Projects

The Mo BoS CoC may take action against projects placed on a Performance Improvement Plan for one or more years. Corrective action may include technical assistance, discussion of voluntary reallocation of project funding, involuntary reallocation of project funding, or other action determined reasonable and appropriate by the Mo BoS CoC Board of Directors. Reallocation processes are defined in the Mo BoS CoC Reallocation Policy.

Non-CoC Program Funded Projects

The Mo BoS CoC Board of Directors may notify non-CoC Program funding sources of individual project performance deficiencies in an effort to improve the performance of the overall housing and homeless service system in the Mo BoS CoC's geographic area. The Mo BoS CoC may notify a project's funding source of performance deficiencies only when:

- The project has failed to meet the standards established by the Mo BoS CoC for two consecutive years or three out of the previous five years;
- The Mo BoS CoC has notified the project of performance deficiencies for all applicable years;
- The Mo BoS CoC evaluated and notified all other projects receiving funding from the same source of performance deficiencies; and
- The Mo BoS CoC notified the funding source of all projects receiving funding from the same source that have failed to meet the performance standards established by the Mo BoS CoC.

When notifying a funding source of performance deficiencies, the Mo BoS CoC may recommend reallocating funding to other projects that align with the strategic plan or priorities established by the MO BoS CoC.