Subgrantees' Questions about MGA -- Grouped

Subrecipients

1. Q: We will not know our subrecipients until we complete a competitive procurement process for the new biennium. How would you like us to proceed? Not enter any and then amend our workplan at a later date?
   A: On the Subrecipient page, you could write in everything except the subrecipient's name and address. Do you know the funding source and the services you'll be negotiating for? You could indicate all that info and just write "Waiting for procurement process" or something like that in the agency name field.
2. Q: Do we have to submit confidentiality policies for each subrecipient?
   A: OHCS does not require the CAA to submit Confidentiality Policies for each subrecipient. OHCS holds the subgrantee responsible to ensure the subrecipient meets the OHCS Confidentiality Policy threshold.

KPMs / EPIC Outcomes

1. Q: Of the two required KPM's, are the % in the 17/19 biennium the same in the new biennium or is the state setting a new target? Are we setting our own targets?
   A: The goals for the two existing KPMs will remain unchanged. Within the next 5 years they will be increased, but not yet.
2. Q: How are we establishing targets for the EPIC outcomes? There is only a check box indicating that we will be tracking, not information about targets.
   A: During the 19-21 biennium you'll be setting baselines. You won't have targets unless your agency wants to set them. The outcomes of this biennium are what you'll build on in future biennia. This is your starting point.
3. Q: What is the timeline for setting the baseline?
   A: The baseline will be set during this next biennium. You can also use this time to determine what you want your outcome measure to be in next biennium and start working on designing and implementing any changes needed to meet your proposed outcomes next biennium.
4. Q: How were the EPIC outcome measures chosen?
   A: These measures were chosen by the Budget Note Subcommittee members, which included representatives of Community Action Agencies and our Housing Stability Council.
5. Q: What is the timeline for when we will be required to report on these?
   A: You'll continue to send in your quarterly reports. OHCS is working on the best way to add reporting for your specific EPIC goals.
6. Q: Can agencies choose different EPIC outcomes for different programs with the MGA?
   A: Outcomes will be measured across all programs as a whole.
7. Q: Our clients and the issues they face are too complex and individualized to hinge a performance outcome based on whether they stay in housing or have an increase in income.
   A: We hope you work with other service providers in your community to better address the full scope of complex issues facing the people you serve.
8. Q: It's not fair to compare smaller CAAs performance with bigger, better resourced CAAs. How will this be addressed?
   A: Agencies won't be compared to each other. You'll set your baseline and use it as the basis for setting goals and determining growth in meeting those goals.
9. Q: These measures are not meaningful. We have no control over the successes or recidivism of people we serve.

A: These are measures used by other states and/or by HUD. This is all data that is already being collected, so we are going to begin looking at it in new ways. If you truly believe they are not meaningful or that the work you do cannot impact them, please be specific in what measures you believe would be meaningful and that you do have influence over. For this biennium we will be evaluating if these are the correct measures and if they really are not, we will want to reevaluate them, so agency feedback is critical here.

10. Q: What do we do if we can't increase the income of our elderly population because they are already receiving benefits? Our outcome measure will not be good.
    A: Increasing income or benefits is only one of two different outcomes you may choose in the Preventing Homelessness category. If this outcome does not work for you, you may choose the other outcome instead. Also, outcomes will be measured across all programs, so while increasing income or benefits may not be possible for your elderly population, the other households you serve will be included in the overall outcome.

Data Collection and Analysis

1. Q: Will we get credit for improving our data even if it does not improve the outcomes?
   A: Yes. Outcomes are measured on the data available so one of the first actions is to make sure your agency collects good quality, accurate data.
2. Q: Will funding be taken away if our numbers are low?
   A: No, you will not lose funding. We'll work with you to determine why your numbers are low and what you can do to increase your outcomes.
3. Q: Will our outcomes be reported to the public?
   A: We will need to determine how much of the information is public, but yes, there will be some public display of the data as we begin collecting it. This will likely be in a Tableau Dashboard on our website.
4. Q: As our data collection improves, our outcome successes may decrease. What happens then? For example, doing a better job with follow-ups for hard-to-reach clients that are less likely to still be in their housing.
   A: We'll work with you to determine why that is happening, what that means for your agency, and what steps, if any, you should take next.
5. Q: Our data quality is so poor, measuring based on our data is not fair.
   A: We want to help with this! We want to know why your data quality is poor and how to help – we are not looking to punish anyone for poor data – we are looking to help you improve it.
6. Q: Our data is based on the performance of our subrecipients and we don't have control over their performance.
   A: Analyzing the subrecipient's data is a good way to determine where additional training or capacity is needed, and we can support those efforts.
7. Q: Will we be able to pull from ServicePoint the data we need?
   A: Yes. We realize that you are not yet able to look at the data needed to set baselines and measure progress and we are working with PHB and WellSky about how to address that.

Formatting and completing the work plan application

1. Q: My computer has a compatibility problem with the format of the application.
   A: Your Excel software may not be able to handle Excel 16. We'll be able to troubleshoot and provide you with a compatible format.
2. Q: Can you start a section and return to it later without having to start over?
   A: Yes. The first time you enter information into the form for an item you must use the "Save New Entry" button. Information that has been saved can be viewed on the "Work Plan Review" tab. To

edit information you can open the form for that item from the "Work Plan Review" tab. If the information previously entered does not display you will need to close the form and re-open it. Once you have made edits to an entry you can save it by clicking the "Save Updated Record" button.

3. Q: If we select a given target(s), does that imply to OHCS that those are the only populations we will serve with our program funds?
   A: Target populations are those that you wish to reach out to who are under-represented in receiving services from your agency or your subrecipient. Having one or more target populations doesn't mean you only serve those households.
4. Q: We don't have any of the target populations in the drop down boxes. If we leave that cell blank, will it show the page is incomplete? Should we write in our own target population, such as low-income?
   A: Leaving the target population cells blank will not trigger an incomplete status.
5. Q: Some of our programs use Housing First and some don't. Should I check the Housing First boxes anyway?
   A: Check the boxes of the Housing First criteria your agency uses for any programs. You can use the narrative box at the right to write an explanation.
6. Q: I am not clear about what exactly this is asking for: *Service Point HMIS Project names for all funding sources for which you are applying.*
   A: Submit the Provider ID's and names that correspond to OHCS funded projects. For example, in Service Point for EHA in Q3 of 2018 you submitted a CAPER report for each provider. One of these is called " (CAA name) – EHA NEW Bridges HP" with an ID of 5957.
7. Q: The ESG Written Standards form won't print.
   A: You can't print the written standards form. You can print your responses from the "Printable Review" tab. However, its not necessary as the person typing their name into the form will count for the signature for that document. The only forms for ESG that can be printed for obtaining signatures are the CoC and Local Government certification forms.
8. Q: Which jurisdiction needs to sign the ESG Local Government Support doc. Is it all cities we serve? All Counties? The city we are headquartered in? Or some variation of the above?
   A: Per 24 CFR 576.202, you must obtain a certification of approval from the unit of general purpose local government for the geographic area in which those activities are to be carried out. You will need to determine who that should be for your agency.
10. Q: The instructions say we must pdf each document and send it separately. But your email below says we can send documents "as a group". Does that mean all on one pdf or just all at once?
    A: Each document will need to be named and then sent as a group. Document naming examples are attached for your use.
11. Q: I cannot access the spenddown button on any of my funding sources. What am I doing wrong?
    A: The spenddown forms aren't available for this phase of the application. You'll complete them when we all know how much your allocations will be so you can plan with actual numbers instead of general projections.