

# 2019 CoC Competition: Applicant Satisfaction Survey (Part 1)

### Summary

In advance of Review and Rank, Homebase sent a satisfaction survey to all new and renewal project applicants, assessing their experience in the 2019 CoC Competition. The survey included general satisfaction questions, along with specific questions around the Kickoff Conference, PRESTO, and technical assistance provided by Homebase.

At the conclusion of the NOFA process, Homebase will send out part 2 of the Applicant Satisfaction Survey, which will focus on assessing the remainder of the provider's experience in the 2019 CoC Competition process. This will include each applicant's experience with the Review and Rank interviews, the appeals process, and the notification of priority listing. A summary of the results of part 2 of the survey will be provided to the PRC in October.

### Respondents

9 total responses were received.

### Applicant Feedback

*Q1: Please provide agency name.*

- Next Move Homeless Services
- Sacramento Self Help Housing
- Sacramento Steps Forward
- WEAVE (completed the survey twice)
- Mercy Housing
- Lutheran Social Services
- Sacramento Housing and Redevelopment Agency
- Cottage Housing

*Q2: Overall, how would you rate your experience as a 2019 CoC Competition applicant?*

- **Excellent (4)**
- Very Good (2)
- Good (2)
- Fair (1)
- Poor (0)

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*Q3: What were the strengths of the 2019 Review and Rank process?*

- Clear and straightforward assistance through the entire process
- The renewal process was swift and easily navigated. The questions were pared down from last year, which was an added bonus.
- Very organized, clear expectations
- Bidders conference had comprehensive materials for local and HUD processes.
- Expectations were clearly laid out 2. Provided sufficient time to complete the deadline 3. Our recommendations were considered and changes were made as a result 4. The application process was manageable. Did not feel like the CoC application took over my day. 5. As always, Homebase is very responsive 6. My need to get clarification or email Homebase with questions was very minimal (if not just a couple of questions). 7. Overall - a great experience
- It was wonderful to complete the PRESTO before the NOFA came out and FABULOUS that the number of questions were cut down. Thank you!
- \*That the supplemental questions were reduced a significant amount \*That there was strong support from Homebase whenever needed
- The questions seemed less redundant this year and having few more direct questions was a plus

*Q4: What could be improved for the 2020 Review and Rank process?*

- We may have had taken points away b/c of a miscommunication about who was submitting (SSF vs Next Move). Unsure at this time.
- Start times for the data pull for the local competition need to be evaluated at a committee level.
- More coordination with new agencies applying for CoC funding for the first time
- It would have been helpful to have a session in advance of bidder's conference for new applicants - especially DV applicants that covered the process. Also, all materials seemed geared towards an assumption of housing being provided and it created confusion when completing different forms about how to response if the agency was not seeking housing funds (in our case the project focused on the coordinated entry and it seemed this option wasn't reflected in the application
- It would be helpful to learn from program who have been successful in receiving HUD funding, especially DV bonus funding. More assistance and guidance on completing the budget would be good since it is so unlike any other grant funder, e.g., government or private.
- If a scoring criteria is to be changed or added- allow time for sponsor to work through the issues. 2. interview process and uncertainty if questions will asked and what will be asked. We end up blocking two days in anticipation of the interview. No other work or commitment can be scheduled. Once we get closer to the date, Homebase communicates the block of time identified for the interview. We sometimes wait as there are delays. We have a team of 6 to 8 that must participate and we sit and wait. This is not a good use of resources. What do other CoC in the area do?

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- I'd like to meet in person with the SSF staff person preparing our esnaps. There was a lot of time wasted struggling with completing esnaps, particularly for new projects, because new windows open when answers are input.
- Maybe more TA on the Esnaps applications- possibly an optional session that providers could come to
- More time is always a plus

*Q5: Did the 7/19 CoC Competition Kickoff Conference provide you with the information you needed to be an informed applicant throughout the 2019 Review and Rank process?*

- **Yes (8)**
- No (0)
- No answer (1)
- Comments:
  - Overall yes it did but as a first time applicant there were a lot of gaps to try to fill in about the process which is already very complex. Knowing that there was a push around the DV bonus funding it would have been helpful to have more information in advance of the kick off conference to understand the process. The follow up calls were helpful but it felt as if fundamental information about the process was still lacking.
  - The budget is a unique process and more information would have been helpful.
  - But one thing I'm concerned about is that the HUD NOFA had new priorities listed, such as community participation in and integration of vocational services, and I wonder how this question will be answered in the Continuum application without direct feedback from providers.
  - Would have liked a little more info for the esnaps application

*Q6: Which of the materials of the Kickoff Conference Packet was the most helpful in preparing to participate in the CoC Competition Review and Rank process?*

- HUD TA Handbook (2)
- **Local Competition Handbook (4)**
- HUD e-snaps "salmon" handout (1)
- Eligible cost handout (1)
- Budget template handout (new applicants only) (0)
- No response (1)

*Q7: How might the materials provided and/or format of the Kickoff Conference be improved for next year?*

- Maybe send the packet via email in advance for review prior to conference? Although, I know that would bring up other concerns.

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- It was lengthy, but the timelines were clear.
- If it's possible to offer time in advance of the kick off specific to new applicants that covered the process and HUD expectations it would have been helpful. I realize there's only so much that can be done in the time frame once NOFA is released but there's some basics about HUD funding and applications that feel they would be constant enough to educate around.
- How to workshop
- I do not have any further comments. I was grateful that Homebase color coded everything. The format of their presentation and the amount of information provided was perfect. They focused on the key points and the must have information. Also appreciated that they highlighted some of the changes and action items. I may have missed some of the new requirements had I not participated in the Kick off meeting. As I worked on the application, I referred back to the handouts and my notes from the conference.
- Materials were helpful, well thought out and colorful.
- n/a
- No response (2)

*Q8: Did the technical assistance provided by the Homebase team adequately prepare you to navigate PRESTO (the Project Evaluation and Scoring Tool)?*

- **Yes (8)**
- No response (1)

*Q9: Did you find the amount of project information request for inclusion in the PRESTO report to be too much, sufficient, or too little?*

- Too much (1)
- **Sufficient (5)**
- Too little (1)
- No response (3)

*Q10: How might the format of the project PRESTO reports be improved for next year?*

- Nothing to note.
- Nothing that stands out at this point.
- I know that character limits are necessary and it's part of the larger restrictions for the full application but the character limits were so short that it was impossible to provide context of our programs, history, etc. effectively.
- better align with that is required for eSNAPS
- Although I found it a little challenging this year as I had to fit my answers within the space provided, I was thankful that the PRESTO questions were not as cumbersome as last year. I was

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worried that I did not provide the necessary information regarding our program. I did feel that we did not have sufficient space to respond to questions that would require a little more narrative but if I had to choose, I prefer 2019 over any other year. I am curious to know what the panel thought about our responses and if we adequately responded or left them with further questions.

- Don't know.
- N/A
- No response (2)

*Q11: Is there anything else you'd like to share about your experience of this year's Review and Rank process?*

- The process was a lot smoother than I had imagined given the horror stories I've heard. Thank you for your assistance!
- no
- I realize the HUD process is incredibly complex and overall Homebase did an exceptional job educating given just how much information is required. The support received was greatly appreciated.
- Thank you for making changes. Process improved drastically.
- Everything went as smoothly as possible. Thanks for all of your help. Oh - and I loved the pre- PRESTO meeting with Homebase staff. Really useful!
- So far, this has been the least stressful NOFA I have gone through. This is my 4th year. It is really appreciated that the feedback from past experience given to Homebase was listened to and implemented. I am hopeful that the interview process goes well.
- The team from HB was excellent and as always were very quick in responses to any questions we had along the way. You all ROCK! Now if we don't get funded can we change our answers? LOL THANK YOU
- No response (2)