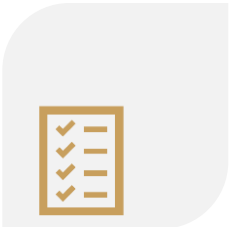




Reporting Overview and Requirements

Resident Opportunity & Self Sufficiency Program
Texas Housing Association Conference

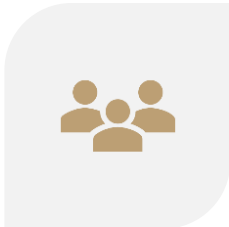
ROSS-SC Core Functions



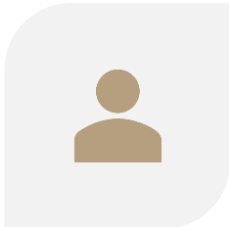
**RESIDENT NEEDS
ASSESSMENT**



COORDINATION



**RESIDENT
ENGAGEMENT**



**CASE
MANAGEMENT**



EVALUATION

Why is evaluating your program Important?

Assesses how well the program is operating

Assesses who is being served (number of residents, demographics)

- Assesses whether program participants are receiving the supports they need

- Tailors' referrals and other interventions to the specific needs of individual clients

Helps to determine areas that need to be improved

Part of Grant Agreement and allows HUD to determine how effective your ROSS program is

Measuring your Performance

- Performance measurement and evaluation are essential components of an effective program, as it helps program staff measure and monitor their performance on an ongoing basis
- HUD requires reporting on program-level outcomes to track grantees' performance
- HUD uses aggregated data across all grantees to measure national program progress

Tracking Resident Outcomes

- HUD requires you to **develop performance and outcome milestones** that will support residents' path towards economic independence and stability or in the case of elderly/disabled residents assisting them to continue to age/remain in place.
- You must **develop an effective, quantifiable, outcome-oriented plan** for measuring performance and for determining that goals have been met.
- You should use ROSS Key Performance Indicator (KPIs) as a foundation.



Examples of Milestones

In year one, serve 100 residents

In year two, increase number of residents employed in developments by 10%

By year three, provide at least one service to 75% of residents in developments

By year two, increase number of elders with health insurance by 20%

In year three, 60% of residents have a primary care provider

Self-Sufficiency

Self-sufficiency is defined as a household's ability to maintain financial, housing, and personal/family stability.

For the ROSS program, **self-sufficiency is further defined as a resident's ability to progress along the self-sufficiency continuum** through training and the utilization of supportive services.

In the **case of elderly/disabled residents, self-sufficiency is defined as the utilization of supportive services which enable them to better age in place or remain living independently for as long as possible.**



Key Performance Indicators

Education

- Residents without a HS or GED attaining a HS diploma or GED.
- Residents receiving a higher level of education or license/certification.
- Residents enrolled in educational or vocational programs.
- Residents receiving education related services.

Health and Wellness

- Residents without health insurance obtain health insurance.
- Resident going to medical examinations at least once every 12 months
- Residents receiving health-related services.
- Residents with less emergency room visits.

Financial Literacy

- Residents receiving EITC.
- Residents with no financial account receiving a financial account.
- Residents receiving financial literacy/management related services.

Employment

- Unemployed residents receiving employment.
- Employed residents retaining employment for more than 12 months.
- Residents with part-time employment receiving full-time employment.
- Residents receiving employment related

Key Performance Indicators

Substance Abuse

- Residents experiencing substance abuse receiving substance abuse treatment.
- See Health and Wellness

Reentry

- Residents with criminal history receiving legal aid services.
- Also see employment and education.

Elderly/Disabled

- Residents receiving elderly/disabled related services.
- Residents receiving SSI and SSDI.
- See Health and Wellness.

Reporting Tools

- There are currently four options that grantees can use to submit their Standards for Success reports to HUD.
 - GrantSolutions Online Data Collection (OLDC)
 - Formerly referred to as “inForm”
 - American Association of Service Coordinators (AASC) Online
 - FamilyMetrics Software
 - Other case management system

When and how should data be collected?

Initial intake meeting;

Regular participant meetings and assessments;

Annual and interim reexaminations;

Informal interactions with residents where relevant information is exchanged, such as phone calls or office visits;

Through periodic surveys, administered in person or electronically; and

Regular meetings with partners/service providers; and/or

Other data sharing agreements with partners/service providers.

Case Management Software

- We encourage you to use an electronic case management or other tracking system to collect and store information about individual participant services and outcomes
- You can choose the system that best meets your needs and satisfies minimum requirements for data privacy and security
- Case management software often has broader functionality, including a full range of features such as assessment tools and databases to record notes from client meetings and from outside service providers
- The Online Data Collection may be more of a reporting tool
- ROSS grant funds may be used to purchase case management software

What should you look for in a data tracking system?

- Does the system capture data that the ROSS service coordinator must collect and report?
- How user-friendly is the system dashboard, and will it allow the Service Coordinator to quickly and easily enter relevant data points, generate reports, and, with resident permission, share data with service providers?
- Does the system allow for production of summary or aggregate reports at the desired frequency and level of detail (e.g., summarizing activities and/or results on a weekly, monthly, quarterly, and/or annual basis)?
- Does the system allow for data-sharing among multiple service providers?
- Is the cost of the system within budget?
- Does the maker of the system provide ongoing technical support?
- Does the system comply with data privacy and security requirements?

Reporting Period Dates

- The **reporting period** is the span of time your **annual report** will cover. It is the period during which you capture data for your grant activities and report the data to HUD.
- Each reporting period is **no more than 12 months**.
- The default dates for the reporting period is **October 1 through September 30** which coincides with HUD's Fiscal Year (FY).
- The default dates in the Online Data Collection Tool will not change.
- If your grant term start date is after October 1, then you should begin reporting according to the grant term start date in your grant agreement.
- For example, if your grant term start date is April 1, then your reporting period is April 1 through September 30.
- Grantees whose grant term ends before September 30, will only report up to the grant term end date.
- For example, if your grant term end date is March 31, then your reporting period for your final report is October 1 – March 31. Your final report is due 90 days after your grant term end date.

Reporting Period and Due Date

Grantee	Report	Report Due Date	Reporting Period
Fy17 (ROSS18...)	Year 4 (Final Report)	July 13, 2021, or 90-days from your grant term end date	October 1, 2020, to Grant Term End date
FY18 (ROSS19...)	Year 3 Report	October 30, 2021	October 1, 2020, to September 30, 2021
FY19 (ROSS20...)	Year 2 Report	October 30, 2021	October 1, 2020, to September 30, 2021
FY20 (ROSS21...)	Year 1 Report	October 30, 2021	June 1, 2021, to September 30, 2021

Report Submission Due Dates

Reports are due October 30 of each year except for the final report.

The ROSS grant agreement specifies the due date for each report.

For example, FY17 Grantees' final reports are due July 13, 2021, unless the grant term was extended

You must ensure your data is submitted by the report due date.

If you submit an **annual** report after October 30, it will be considered a late submission.

If you submit your **final** report after the due date, it will also be considered a late submission.

Reporting Areas of Need

Beginning in FY 2018, grantees selected areas of need their ROSS program would focus their efforts on.

These areas of need include **Education, Financial Literacy, Health and Wellness, Employment, Elderly/Disabled, Reentry, and Substance Abuse.**

You must refer to the ROSS Data Guide 3.0 for required data elements for the areas of need you are focusing on.

If you selected **Education** and **Employment** as areas of need, then you must report on the required data elements under **Education** and **Employment.**

FY17 grantees must include a response for data elements under all areas of need as specified in the ROSS Data Guide 3.0.

All grantees are required to respond to most data elements under Housing, Public Assistance, and Other Supportive Services.

HUD encourages you to report on as many of the optional data elements as you can. This will allow HUD to see the full scope of your ROSS programs and the types of services your residents are utilizing.

Data Quality and Availability

The ROSS Data Guide 3.0 lists data elements that are applicable to the ROSS program.

Any other data elements that are not in the ROSS Data Guide 3.0 will not require a response.

Descriptions and comments for each data element can be found in the ROSS Data Guide 3.0

You should confirm that you are responding to the required data elements. Even if it's "N/A." (NOTE: N/A or No responses improve your data quality, as opposed to blanks or "Information Not Collected")

Data quality and availability is considered an aspect of a grantee's performance. Grantees must ensure that your data is accurately reported and submitted to HUD.

Your data will allow HUD to observe your program activity and provide recommendations to help improve outcomes for your residents.

You should report on the different types services a resident is receiving. This data should also shape what activities you are providing to residents.

Person Identifier

- No individual should share a person identifier with another individual.
- If you are reporting on an individual for multiple years, that individual must have the same person identifier. You should clone and/or save your reports so you will not have to reenter an individual's information twice.
- **Person identifiers must not contain any personal identifying information (i.e. name, social security number, initials, etc.).**
- This data element will help HUD determine number of individuals a grantee has served. Duplicate person identifiers may not be counted towards number of individuals served by the ROSS-SC.

Household Identifier

- ROSS-SCs may have multiple participants under a single household identifier.
- If multiple individuals that you serve live in the same household then they should have the same household identifier. This includes any youth.
- A household includes all individuals that occupy the same public housing or NAHASDA-assisted unit. (or converted public housing unit in the case of RAD).

Participant Status

- A participant is any ROSS eligible individual that has completed an intake assessment.
- A non-participant is any individual that may have participated in a service/activity coordinated by the ROSS-SC that has not completed an intake assessment.
- The intake assessment should be brief and designed to gather general information to address an individual's immediate needs to encourage his/her engagement and retention in the ROSS program.
- After an individual has completed an intake assessment, you may follow up with that individual for other focused assessments such as financial assessments, literacy assessments, goal setting etc.

Service Start Date and End Date

- The start date may be before the start of the grant term.
- If the initial service/activity was at a community event such as a job fair, then you will put the date of the job fair as the service start date.
- The end date may not have a response because the individual may still be receiving services after the reporting period and/or grant term. If the individual is still receiving services, you must enter “2100-12-31”
- If the individual is no longer receiving services from the ROSS-SC, (for example, an individual relocates) you may enter their service end date.

Employment

- An individual is considered employed if he or she did any work for pay during the last month even for just a few hours.
- Full Time = at least 35 hours of paid work
- Part Time = at least 34 hours or less of paid work.
- Individuals must have an employment date if they are counted as employed. When multiple instances of entering employment exist, use the current or most recent job. If an individual is unemployed, you may enter their last entered employment date. If they have never been employed, you may “Information Not Collected”
- The date an individual entered employed may be before the start of the reporting period.

Resident Services

- Report the types of services a participant or non-participant received. For example, if a participant attended a job training, then you report this under the appropriate data element (occupational training service).
- You should also count the number of times they attended/used a service.
- A single event/activity shall count as one.

Health Data Elements

If you did not select Health and Wellness as an area of need, then you are not required to report on those data elements. You should select “information not collected.”

Be sensitive to health-related questions. Find best practices on assessing and collecting information from residents.

Many Health-related data elements are asking if the participant or non-participant received a service.

Helpful Tips

- If you chose Elderly/Disabled or Substance Abuse as an area of need, you are required to provide responses for Health and Wellness data elements.
- If you chose Reentry as an area of need, you are required to provide responses for Education and Employment data elements.
- Grantees may visit the SFS webpage to find webinars, training material, FAQ, data integrity manual, and other helpful information.
- No resident should share the same “Person Identifier.” Duplicate “Person Identifiers” may not be counted towards number of people you served.
- Grantees should consult with internal staff, partners, and service providers to collect and share information/data for reporting purposes.
- You should be creative with your assessment tools to gather information needed for reporting. Some topics such as health and finances may be sensitive for residents. You should be thoughtful when collecting this information.

Common Reporting Issues

Waiting until the last month to collect data for reporting

Submit Data with Personal Identifiable Information (PII)

Did not meet with partner/service provider to collect information

Use of “own case management software” without IT support

Did not select a response option for a data element

Not working on activities as said in the application and/or under areas of need

Do not request access to GrantSolutions until the month of October

Did not review ROSS Data Guide 3.0 or webinars

Resources for Reporting

- **Resident Opportunity & Self-Sufficiency Reporting: Using GrantSolutions to Report:** <https://youtu.be/320PuKy2fIE>
- **ROSS Reporting: Overview and Requirements:** <https://youtu.be/xCVZHt9z1n0>
- **The ROSS Data Guide 3.0:** <https://files.hudexchange.info/resources/documents/ROSS-Data-Guide.pdf>
- **ROSS Reporting Webinar Part I: Overview of ROSS Data Guide 3.0 (June 13, 2020):** <https://www.hudexchange.info/trainings/courses/ross-reporting-ross-data-guide-3-0/>
- **ROSS Reporting Webinar Part II: How to Report in GrantSolutions (July 16, 2020):** <https://www.hudexchange.info/trainings/courses/resident-opportunity-self-sufficiency-report-how-to-report-in-grant-solutions/>
- **ROSS Data Dashboard:** <https://public.tableau.com/profile/abt.associates4039#!/vizhome/ROSS-SCDataDashboardbyGrantee/Home>
- **How to Access the Dashboard Webinar:** <https://www.hudexchange.info/trainings/courses/ross-sc-data-dashboard-webinar-1-how-to-access-and-use-the-dashboard/>
- **Quick Reference Guide: Data Quality:** <https://files.hudexchange.info/resources/documents/ROSS-SC-Data-Quality-Quick-Reference-Guide.pdf>
- **ROSS HUD Exchange page:** <https://www.hudexchange.info/programs/ross/>

Contact Information

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Questions

