U.S. Department of Housing and Urban Development (HUD)
Office of Lead Hazard Control and Healthy Homes (OLHCHH)

2019 Program Manager School

PROGRAM EVALUATION
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A Successful Program is the Goal

Components of a Successful Program
✓ Achieving all benchmarks (assessments, completed units, LOCCS draw downs)
✓ Adequate Staff
✓ Effective Outreach/Marketing Plan
✓ Enrollment/Client Eligibility
✓ Successful partnerships
✓ Sufficient Contractor Pool
✓ Efficient Project work timeline
Evaluating Program Progress

What are your evaluating?

✓ Outreach (how many cases are created from outreach efforts and which medium is the most successful) Put your efforts into successful methods.

✓ Staffing (do you have the right people for the right job and are they putting their best foot forward)
Evaluating Program Progress, cont’d

- Enrollment (how long does it take from intake to unit completion; what is the drop out rate and reasons for drop out, i.e. income ineligible, no lead paint hazards identified, client not interested)
- How long does it take to complete the application (verifying income)
- How long does it take to complete the inspection, risk assessment, scope of work, bidding process and issuing the proceed order
Evaluating Program Progress, cont’d

- Are your sub grantees or partners completing their missions to your program effectively and timely
- Do you have a sufficient contractor pool
- Are your contractors completing jobs during the allotted timeframe
Program Evaluation

- Start to evaluate your program from day one
- Use visuals or computer programs to monitor unit progress
- Meet frequently with staff and partners
- Time is short, and program adjustments should be made quickly (at least halfway through the period of performance)
SOLUTIONS

- Remove potential obstacles that are not HUD mandated.
- Meet with management to remove obstacles arising from local protocols
- Motivate staff and contractors
OLHCHH’s Evaluation

How HUD evaluates your program:

- Quarterly Reports provide HUD with an update on your grant performance.
- Quarterly Ratings: Green, Yellow, Red Scoring
- Pre-High Risk: consistent Yellow designation
- High Risk: 2 consistent Red designations
Finally, it is a critical part of your responsibility to conduct ongoing evaluation of your grant performance.

A grant in the Red is like stepping into quicksand – It’s hard to get out.
Resources

YOUR GOVERNMENT TECHNICAL REPRESENTATIVE (GTR)
OR
OTHER GRANTEES