

Guide to Scoring FY26 Narrative Questions

As you review the narrative prompts below, review the criteria and the scoring guide to determine where the response falls within the point scale.

Does this project have on-site substance abuse treatment services available to participants? (Scattered site programs could meet this requirement through groups available to all scattered site participants or Substance Use Treatment professionals that conduct home visits.) If yes, please describe. List any treatment providers you will partner with by name. You may be required to provide letters of commitment from these treatment providers prior to grant submission. 500 word limit.

Criteria: Applicant clearly states if this project has on-site substance abuse treatment services available to participants. If relevant, the applicant describes the nature of the activities.

Max points:	5						
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Rubrics: Renewal Projects(PH and TH), New Reallocation Projects (PH and TH), and New PH and TH Projects

Scoring

5 points: I fully understand if the project does or does not have on-site substance abuse treatment services. The description of these services are detailed, clear and compelling with specifics provided when relevant.

3-4 points: It is clear whether or not the project has on-site substance abuse services and there are some details provided but there is a lack of specifics and/or several questions I still have about the nature of the services.

1-2 points: It is difficult to establish if on-site substance abuse services are present. There is an overall un-detailed and confusing response which does not provide an explanation of the nature of these services.

0 points: There is no response given or the response is so limited and unclear that I cannot determine if services are offered.

Does this project have beds which are set aside exclusively for participants in substance abuse treatment? If yes, please describe. Clearly state the number of beds set aside for participants in substance abuse treatment. 500 word limit.

Criteria: Applicant clearly states if this project has beds which are set aside for participants in substance abuse treatment. If relevant, the applicant describes any relevant details and names specific service partners.

Max points:	5						
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Rubrics: Renewal Projects(PH and TH), New Reallocation Projects (PH and TH), and New PH and TH projects

Scoring

5 points: It is clear if there are beds set-aside for substance abuse treatment participants and it is made clear the quantity of such beds. Alternatively, if there are no beds - that is made very clear. Relevant descriptions are provided and add depth to the response.

3-4 points: It is clear if there are beds set-aside for substance abuse treatment participants and it is made clear the quantity of such beds. Alternatively, if there are no beds - that is made clear. Relevant descriptions or specifics may be lacking in detail or clarity.

1-2 points: I am uncertain about if beds are set-aside for this purpose and the quantity of beds if so. There is a lack of any description of this activity.

0 points: No response indicating whether or not beds are set-aside. No quantity of beds provided.

Is CoC funding required to support active financing on a property? If yes, please describe. 500 word limit.							
Criteria: Applicant clearly states if this project depends on CoC funding to support active financing on a property. If relevant, the applicant describes the nature of the active financing on the property.							
Max points:	5						

Rubrics: Renewal Projects(PH and TH), New Reallocation Projects (PH and TH)

Scoring

3-5 points: Response is clearly yes or no. If an applicant does have active financing dependent on CoC funding the description provided is clear and describes a scenario (e.g. a loan, mortgage or lien) where CoC funds are necessary for commitments.

1-2 points: Response and description may create more questions and confusion because of insufficient detail or contradictory remarks. If the applicant responded in the affirmative but the description did not include details about actual active financing or described a scenario that is not active financing, then the response is insufficient.

0 points: No response given.

Describe what supportive services (i.e., case management, behavioral healthcare, employment training, etc.) are offered by this project and how the project will assist program participants to obtain and maintain housing. If this project partners with other service partners to deliver services, please name partners. 500 word limit.							
Criteria: Applicant demonstrates the type and scale of all supportive services available to participants (e.g. case management, substance abuse treatment, behavioral healthcare, job training, etc.). Applicant demonstrates that project will provide and/or partner with other organizations to provide robust wraparound services. Applicant describes how the services offered will help clients obtain and maintain housing.							
Max points:	5						

Rubrics: All

Scoring

5 points: I fully understand the extent of services offered to participants and how they support successful housing outcomes. The details provided are thorough and paint a picture of diverse supportive services focused on health, wellness, job training, case management, housing stability, etc. There are also considerable specifics provided when relevant.

3-4 points: I understand the various services offered by this project. Overall, the details provided add clarity and specifics which strengthen the response. The response is fairly clear about the links between these services and stable housing however, there may be some remaining questions. There may also be a gap in the services described (ex. No mention of educational services).

1-2 points: There are significant gaps in the services described and I have many questions about how these support successful housing outcomes. There is also an overall lack of detail and relevant specifics.

0 points: No response or an insufficient response lacking in any relevant detail.

Describe how this project provides, or partners with agencies that provide outpatient treatment for mental health and substance use disorders with a range of appropriate levels of care, psychosocial interventions, medication management, suicide prevention, and recovery supports. Describe how this project provides access to peer recovery specialists or other forms of peer support and recovery navigation. 500 word limit.

Criteria: Applicant describes treatment services available specific to mental health and substance abuse. Applicable partners are named if relevant to service delivery. Applicant provides peer support services or access to other recovery specialists.

Max points:	5						
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Rubrics: All

Scoring

5 points: I fully understand the extent of policies and services offered to participants and how they support various mental health and substance abuse concerns. There is a comprehensive description which addresses how participants are connected to these services and provides specific community partners where relevant. Specific mention of peer support is made and details add clarity and strength to response.

3-4 points: I understand the various services offered by this project and the role they play in mental health and/or substance abuse treatment. Overall, the details provided add clarity and specifics but there may be some remaining questions or a gap in what services are described. Specifics about relevant partners and peer support services are mentioned but there may be a slight lack of detail.

1-2 points: There are significant gaps in the services described and I have many questions about how these support participants with mental health and/or substance abuse concerns. There is also an overall lack of detail and relevant specifics.

0 points: No response or an insufficient response lacking in any relevant detail/no services which support the mental health and/or substance abuse treatment of participants.

Describe the populations served by your project and how you will ensure that the supportive services provided are appropriate and accessible to all participants. Include any relevant details about how participant service plans are developed. 500 word limit.

Criteria: Applicant describes the populations served by this project which may include elderly individuals 55+, individuals with a disability/impairment, young adults, families, veterans, and survivors of domestic abuse, dating violence, sexual assault, and stalking. Applicant describes how they will ensure all populations can access appropriate supportive services. Applicant provides details about the creation of participant service plans.

Max points:	5						
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Rubrics: All Renewal and Reallocation projects (excluding street outreach)

Scoring

5 points: I fully understand the demographics of the clients served including specific mention of HUD recognized subpopulations. There is also a thorough description of how the services provided are accessible to all participants and the process by which project staff connect/create plans with participants to identify appropriate services and goals.

3-4 points: Overall, I understand the population served and the processes that connect them to the most appropriate services. There may be a lack of mention of HUD recognized subpopulations or remaining questions about how the project works with participants to develop goals or service plans.

1-2 points: I have many questions about who is served by this project including how the services offered are relevant to this population. There is very little detail provided about how clients are connected to appropriate and accessible services.

0 points: No response or insufficient response lacking relevant detail.

Describe the populations served by your project and how you will ensure that the supportive services provided are appropriate and accessible to all participants. Include any relevant details about how participant service plans are developed. In your response, be sure to include an estimate of the number of individuals and households to be served annually by the project. 500 word limit.

Criteria: Applicant describes the populations served by this project which may include elderly individuals 55+, individuals with a disability/impairment, young adults, families, veterans, and survivors of domestic abuse, dating violence, sexual assault, and stalking. Applicant describes how they will ensure all populations can access appropriate supportive services. Applicant provides details about the creation of participant service plans. Applicant estimates the number of individuals and households to be served annually by the project.

Max points:	5						
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Rubrics: New Projects (PH and TH)

Scoring

5 points: I fully understand the demographics of the clients served including specific mention of HUD recognized subpopulations. There is also a thorough description of how the services provided are accessible to all participants and the process by which project staff connect/create plans with participants to identify appropriate services and goals. There is also an estimate provided of clients to be served.

3-4 points: Overall, I understand the population served and the processes that connect them to the most appropriate services. There may be a lack of mention of HUD recognized subpopulations or remaining questions about how the project works with participants to develop goals or service plans. There is an estimate given for the number of clients that will be served but it may be exceptionally broad.

1-2 points: I have many questions about who is served by this project including how the services offered are relevant to this population. There is very little detail provided about how clients are connected to appropriate and accessible services. No estimate on clients to be served is given.

0 points: No response or insufficient response lacking relevant detail.

What is your strategy for designing supportive services plans that will promote self-sufficiency and economic independence for participants. 500 word limit.

Criteria: Applicant demonstrates how participants will be assisted in obtaining a customized supportive services plan which promotes sobriety, self-sufficiency, economic independence and stability. Applicant demonstrates understanding of the needs of the participants to be served.

Max points:	5						
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Rubrics: Renewal Projects (PH and TH), New Reallocation Projects (PH and TH), and New PH and TH Projects

Scoring

5 points: I fully understand how participant service plans will promote self-sufficiency and economic independence. I understand the various job training, educational, life skills and employment services available to participants to help them reach their individualized goals. The details provided are compelling, relevant and specific when needed.

3-4 points: For the most part, I understand how the services that are offered to participants promote economic independence and self-sufficiency. Of the services mentioned, most of the following categories are covered: employment opportunities, educational opportunities, life and job skills training, etc. Overall the response is detailed but I may have some remaining questions about how participants are paired with appropriate services.

1-2 points: I have several questions about the extent of services offered and how participants are connected to them. I struggle to see the connection between what services are offered and how they promote economic independence and self-sufficiency. There is a lack of relevant detail.

0 points: No response or insufficient response that may be lacking in relevancy.

***Street Outreach projects only* Describe how you work to engage people living in places not meant for human habitation to access emergency shelter, treatment programs, reunification with family, transitional housing or independent living. Discuss how you have partnered with law enforcement and certify that you do not interfere or impede with law enforcement to enforce local laws such as public camping and public drug use laws. 500 word limit.**

Criteria: Applicant describes strategy for engaging with unsheltered homeless and connecting individuals and families to shelter, treatment programs, transitional housing and independent living. Applicant attests that they do not impede or interfere with law enforcement and describes how they have partnered with law enforcement efforts.

Max points:	10					
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Rubrics: New Reallocation SSO - Street Outreach projects and New SSO - Street Outreach projects

Scoring

10 points: I fully understand the strategy behind this project working with unsheltered individuals and people difficult to engage with. I also understand how this project has worked with law enforcement collaboratively and can attest that they do not impede enforcement. In the response, details provided show how unsheltered persons are connected to different shelter/housing options and/or services. There is a clear understanding that the respondent understands this population and which services are best suited. The details and specifics are compelling and thorough.

5-9 points: For the most part, I understand the strategy utilized in this project to engage with unsheltered persons. Most of the detail provided shows the various services or shelter/housing options that may be appropriate to clients. However, the level of detail may be lacking or there may be some remaining questions. There is also an attestation that this project does not impede law enforcement activities, however there may be a lack of detail related to the relationship between the outreach project and law enforcement agencies.

1-4 points: There is very little detail provided about how this project engages with the unsheltered population. There does not seem to be clarity on how people are connected to appropriate services or housing opportunities. Some of the detail may seem irrelevant or there may be an overall lack of detail all together. There are also remaining questions about the relationship between this project and law enforcement activities.

0 points: No response or insufficient response lacking relevancy. OR The response did not certify that they do not impede law enforcement activities.

***SSO projects only* Describe the populations served by your project and how you will ensure that the supportive services provided are appropriate and accessible to all participants. Include any relevant details about how participant service plans are developed. 500 word limit.**

Criteria: Applicant describes the populations served by this project which may include elderly individuals 55+, individuals with a disability/impairment, young adults, families, veterans, and survivors of domestic abuse, dating violence, sexual assault, and stalking. Applicant describes how they will ensure all populations can access appropriate supportive services. Applicant provides details about the creation of participant service plans.

Max points:	5						
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Rubrics: New Reallocation SSO projects and New SSO projects

Scoring

5 points: I fully understand the demographics of the clients served including specific mention of HUD recognized subpopulations. There is also a thorough description of how the services provided are accessible to all participants and the process by which project staff connect/create plans with participants to identify appropriate services and goals.

3-4 points: Overall, I understand the population served and the processes that connect them to the most appropriate services. There may be a lack of mention of HUD recognized subpopulations or remaining questions about how the project works with participants to develop goals or service plans.

1-2 points: I have many questions about who is served by this project including how the services offered are relevant to this population. There is very little detail provided about how clients are connected to appropriate and accessible services.

0 points: No response or insufficient response lacking relevant detail.

***SSO projects only* What is your strategy for designing supportive services plans that will promote self-sufficiency and economic independence for participants. 500 word limit.**

Criteria: Applicant demonstrates how participants will be assisted in obtaining a customized supportive services plan which promotes sobriety, self-sufficiency, economic independence and stability. Applicant demonstrates understanding of the needs of the participants to be served.

Max points:	5						
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Rubrics: New Reallocation SSO projects and New SSO projects

Scoring

5 points: I fully understand how participant service plans will promote self-sufficiency and economic independence. I understand the various job training, educational, life skills and employment services available to participants to help them reach their individualized goals. The details provided are compelling, relevant and specific when needed.

3-4 points: For the most part, I understand how the services that are offered to participants promote economic independence and self-sufficiency. Of the services mentioned, most of the following categories are covered: employment opportunities, educational opportunities, life and job skills training, etc. Overall the response is detailed but I may have some remaining questions about how participants are paired with appropriate services.

1-2 points: I have several questions about the extent of services offered and how participants are connected to them. I struggle to see the connection between what services are offered and how they promote economic independence and self-sufficiency. There is a lack of relevant detail.

0 points: No response or insufficient response that may be lacking in relevancy.

New TH Only Describe how you provide individualized services for program participants during their time in Transitional Housing that will result in at least 20 hours per week of engagement in services, activities or employment for all program participants, except for a program participant over age 62 or who is an individual with handicaps as defined in 24 CFR 8.3 or a with a developmental disability as defined under 24 CFR 578.3 (examples of services or activities include case management, counseling, treatment, volunteering, work therapy, education, job training, community building activities, etc.) Employment may contribute to the 20 hours per week of engagement. 500 word limit.

Criteria: Applicant describes how service plans for participants will total to at least 20 hours a week of services. Applicant makes note acknowledging exceptions.

Max points:	5						
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Rubrics: New TH projects, New Reallocation TH projects.

Scoring

5 points: I fully understand how the service plans created for participants will total at least 20 hours per week of services. The description includes details about how individuals are connected to appropriate services and the processes which ensure that the plans of exempt individuals are adapted accordingly. Details provided are compelling, relevant and specific.

3-4 points: I generally understand how the services offered will total at least 20 hours a week, but there may be small gaps in the description provided of service options and the development of service plans. I may have some remaining questions.

1-2 points: The response is very limited in detail and scope leaving me with many unanswered questions and doubt that the services will total to 20 hours a week. Some of the details may not be relevant.

0 points: No response or insufficient response lacking relevancy.

Describe your organization's (and subrecipient(s) if applicable) financial management structure and experience in the following activities: 500 word limit.

- 1. effectively utilizing federal funds and performing the activities proposed in the application**
- 2. leveraging Federal, State, local and private sector funds**

Criteria: Applicant demonstrates a robust financial management structure. Applicant describes prior experience successfully utilizing federal funds and performing activities proposed in the application. Applicant demonstrates prior experience leveraging funds from a variety of sources including Federal, State, local and private sector. ***Note: new projects are required to submit a copy of organizational financial policies with scoring materials.**

Max points:	5						
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Rubrics: New PH and TH projects and New SSO projects

Scoring

5 points: I fully understand the experience of the applicant in managing the financial duties of grant funds. The description includes administrative and management duties as well as the operation of the proposed program. Details provided also establish what types of funds the applicant has received in the past.

3-4 points: There is generally sufficient past experience discussed but there may be gaps in the acknowledgment of what responsibilities there are for receiving federal funds. There may be reference to past funding but some confusion as to the source. Similarly, there may be remaining questions about the applicant's ability to manage federal funds.

1-2 points: Some information about financial experience and structure is provided but there are several gaps which raise many questions about relevant experience and an understanding of what is necessary for the management of federal funds.

0 points: No response or insufficient response lacking relevancy.

If your project is new or has not begun intake, describe the strategy for quickly moving participants into the project and reaching unit capacity. For FY24 projects that have not yet completed their first grant year, describe how close your project is to reaching unit capacity. 500 word limit.							
Criteria: Applicant indicates if this project has begun participant intake. Applicant demonstrates a strategy for quickly moving participants into housing and reaching capacity.							
Max points:	5						

Rubrics: New PH and TH projects

Scoring

5 points: I fully understand if the applicant has begun moving clients into housing or not. If not, there is a clear and detailed strategy for receiving referrals, intaking clients and moving clients into housing. If the project has started to move in, there is a description of where capacity currently stands and how the project will reach capacity. Details are compelling and relevant.

3-4 points: Overall it is clear if this project has begun moving clients in or not. There is a strategy to move clients in quickly however there may be some remaining questions about the process. Similarly there may be some remaining questions about how close the project is to reaching capacity and/or how to reach it.

1-2 points: The response is vague in determining if the project has started moving clients in or not. There may not be a clear strategy for quickly housing clients or an awareness of current capacity levels if clients have been accepted. Lacking sufficient detail.

0 points: No response or insufficient response lacking relevancy.

Describe how the project will be supplemented with resources from other public or private sources, that may include mainstream health, social, and employment programs such as Medicare, Medicaid, SSI, and SNAP. 500 word limit.							
Criteria: Applicant describes how the project will be supplemented with resources outside CoC or ESG funds. Applicant describes these resources and their sources. <i>*Note: If yes, please submit a copy of all commitment letters with your scoring materials</i>							
Max points:	5						

Rubrics: New PH and TH projects and New SSO projects

Scoring

5 points: I fully understand if this project will be supplemented by outside resources or not. If there are supplemental resources, the description is detailed and explains their origination and extent. Details provided are compelling, specific and relevant.

3-4 points: I generally understand if the project will have supplemental resources or not, but the description provided is vague and leaves some questions unanswered about these resources.

1-2 points: It is very unclear if there are supplemental resources or not. Most of the response is irrelevant or insufficient in establishing the response.

0 points: No response or insufficient response lacking relevancy.

New TH or RRH only Describe your experience operating transitional housing or other projects that have successfully helped at least 50% of participants exit homelessness within 24 months and provide a data source which supports this outcome. If you do not currently have experience in operating similar projects, please discuss your strategy for helping at least 50% of participants exit homelessness within 24 months? 500 word limit.							
Criteria: Applicant describes past experience exiting clients from homelessness within 24 months successfully. Applicant states that they do not currently have experience and alternatively provides their plan to successfully exit clients from homelessness within 24 months. *For Applicants with experience, a data source is uploaded which supports successful exits within 24 months.							
Max points:	7						

Rubrics: New RRH and TH projects

Scoring

7 points: I fully understand which angle this response takes (from experience OR a strategy for achieving this in proposed activity). If the applicant is using historical data from a housing program, I can discern that there is proven experience in successfully exiting at least 50% of clients. The data source referenced is also relevant and properly contextualized so I can understand the conclusions presented. Added detail strengthens this response and is compelling. OR If the applicant does not have prior experience, there is a detailed and clear strategy outlined to deliver successful exits for at least 50% of clients.

4-6 points: It is clear whether or not the applicant has prior experience with a housing program and can speak to successfully exiting a majority of clients or they do not. If they have experience, it is described with a moderate amount of detail and references to the data source this applicant has used. There may be questions remaining about the data or a lack of detail in describing the experience but overall it is a clear response. OR If the applicant does not have prior experience, then a strategy is generally described but there seems to be a lack of detail or some questions about how the project will deliver successful exits for at least 50% of clients.

1-3 points: It is less clear how any experience described is relevant to the prompt or housing projects. The activities described do not seem to indicate successful exits or there is a higher degree of confusion about what is described. OR If the applicant does not have any relevant experience there is not a sufficient strategy presented that would support successfully exiting at least 50% of clients. There may be a lack of detail or irrelevant information.

0 points: No response or insufficient response lacking relevancy.

New TH or RRH only Describe your experience operating transitional housing or another homelessness project and your success helping participants increase their income from employment and provide a data source which supports this outcome. If you do not currently have experience in operating similar projects, please discuss your strategy for helping at least 50% of participants increase their income from employment sources? 500 word limit.							
Criteria: Applicant describes past experience helping clients increase their employment income successfully. Applicant states that they do not currently have experience and alternatively provides their plan to successfully help clients increase their employment income. *For Applicants with experience, a data source is uploaded which supports successful gains in client employment income.							
Max points:	7						

Rubrics: New RRH and TH projects

Scoring

7 points: I fully understand which angle this response takes (from experience OR a strategy for achieving this in proposed activity). If the applicant is using historical data from a housing program, I can discern that there is proven experience in increasing client employment income. The data source referenced is also relevant and properly contextualized so I can understand the conclusions presented. Added detail strengthens this response and is compelling. OR If the applicant does not have prior experience, there is a detailed and clear strategy outlined to deliver employment income growth for at least 50% of clients.

4-6 points: It is clear whether or not the applicant has prior experience with a housing program and can speak to increasing client income or they do not. If they have experience, it is described with a moderate amount of detail and references to the data source this applicant has used. There may be questions remaining about the data or a lack of detail in describing the experience but overall it is a clear response. OR If the applicant does not have prior experience, then a strategy is generally described but there seems to be a lack of detail or some questions about how the project will increase at least 50% of clients employment income.

1-3 points: It is less clear how any experience described is relevant to the prompt or housing projects. The activities described do not seem to indicate an increase in employment income or there is a higher degree of confusion. OR If the applicant does not have any relevant experience there is not a sufficient strategy presented that would support an increase in client employment income. There may be a lack of detail or irrelevant information.

0 points: No response or insufficient response lacking relevancy.

Please provide evidence of your success in connecting people to mainstream benefits as evidenced in an increase in non-employment cash income of program participants in other programs. You can define the parameters that best correspond to your agency’s program history and data source. An example of this would be that over the past year program participants increased their non-employment cash income by 20% or over the past six months 10 participants out of 75 gained SSDI benefits. Please attach a data source that supports your narrative response.

Criteria: Applicant describes past experience in increasing non-employment cash income for participants. Applicant connects response to data source attached to application and states the parameters of this example.

Max points:	7 or 10						
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Rubrics: New PH and TH projects and New SSO projects

Scoring

7 or 10 points: I fully understand how the response connects to the prompt and shows success at helping unhoused clients increase their non-employment income. The parameters provided and the context of the data source referenced are logical, clear and accurately prove success in helping clients obtain non-employment income increases.

4-6 or 5-9 points: The data referenced and the parameters established mostly make sense but I have minor questions about how this data shows proven success in helping clients increase non-employment income.

1-3 or 1-4 points: Data is referenced but parameters are not clearly defined and so conclusions are incredibly difficult to draw. There may be an insufficient description of this data provided that does not match the data.

0 points: The applicant either has no data to show success in this area or no response entirely.

Please provide evidence of your success in connecting people to mainstream benefits as evidenced in an increase in employment cash income of program participants in other programs. You can define the parameters that best correspond to your agency’s program history and data source. An example of this would be that over the past year program participants increased their employment cash income by 20% or over the past six months 10 participants out of 75 gained employment income. Please attach a data source that supports your narrative response.

Criteria: Applicant describes past experience in increasing employment cash income for participants. Applicant connects response to data source attached to application and states the parameters of this example.

Max points:	7 or 10						
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Rubrics: New PH and TH projects and New SSO projects

Scoring

7 or 10 points: I fully understand how the response connects to the prompt and shows success at helping unhoused clients increase their employment income. The parameters provided and the context of the data source referenced are logical, clear and accurately prove success in helping clients obtain employment income increases.

4-6 or 5-9 points: The data referenced and the parameters established mostly make sense but I have minor questions about how this data shows proven success in helping clients increase employment income.

1-3 or 1-4 points: Data is referenced but parameters are not clearly defined and so conclusions are incredibly difficult to draw. There may be an insufficient description of this data provided that does not match the data.

0 points: The applicant either has no data to show success in this area or no response entirely.

Please provide evidence of your success in helping unhoused populations exit homelessness to more stable destinations. You can define the parameters that best correspond to your agency’s program history and data source. An example of this would be that over the past year of 50 people exiting your programming 10 went into recovery, 15 went to temporary destinations (such as staying with family temporarily), and 7 went to permanent housing. Please attach a data source that supports your narrative response.

Criteria: Applicant describes past experience in exiting participants to stable destinations. Applicant connects response to data source attached to application and states the parameters of this example.

Max points:	7 or 10						
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Rubrics: New PH and TH projects and New SSO projects

Scoring

7 or 10 points: I fully understand how the response connects to the prompt and shows success at helping unhoused clients exit successfully. The parameters provided and the context of the data source referenced are logical, clear and accurately prove success in helping clients obtain successful exits.

4-6 or 5-9 points: The data referenced and the parameters established mostly make sense but I have minor questions about how this data shows proven success in helping clients exit successfully.

1-3 or 1-4 points: Data is referenced but parameters are not clearly defined and so conclusions are incredibly difficult to draw. There may be an insufficient description of this data provided that does not match the data.

0 points: The applicant either has no data to show success in this area or no response entirely.