



Connecticut Balance of State Continuum of Care

Ending Homelessness in Connecticut | Email: ctboscoc@gmail.com | Website: www.ctbos.org

CoC Strategic Actions Status Update

7/1/2022 – 7/1/2024

February 2023

Background:

- At the February 2022 Semi-Annual meeting, CT BOS stakeholders provided input on strategic priorities.
- Housing Innovations, [summarized that input](#) and the Steering Committee discussed at the March 2022 meeting.
- The following summarizes actions to date and planned for the next twelve months. Green highlights are completed or annual actions, yellow indicates efforts in process and red highlighted items have not been started yet.

Action Steps

ADVANCE EFFECTIVE SERVICE DELIVERY MODELS

1. Stakeholder Priority: Expand **Shared Housing** in various supportive housing programs
Planned CT BOS Actions:
 - a. Provide training on effective shared housing practices for CT BOS
 - b. Determine need for written guidance for BOS projects
2. Stakeholder Priority: Continue **RRH community of practice** meetings
CT BOS Actions:
 - a. Continue to invest Planning funds in RRH Community of Practice
3. Stakeholder Priority: Offer more **recorded webinars** – Trauma Informed Care (TIC), Motivational Interviewing (MI), Harm Reduction, cultural competency, etc. (2)
CT BOS Actions:
 - a. Ensure annual BOS training calendar/webinars include topics from above list (schedule permitting)
 - b. Make resources more accessible by posting DMHAS webinars to CT BOS website
4. Continue to secure **funds for services for Rental Assistance (RA) grants** that don't have service dollars
CT BOS Actions:
 - a. Prioritized funding for PSH projects without any designated services funds in 2022 and 2023 new project RFPsPlanned CT BOS Actions:
 - b. Steering Committee to discuss annually to determine if to continue to prioritize for future RFPs

STRENGTHEN HMIS

6. Stakeholder Priority: Improve **training** availability
Planned CT BOS Actions:
 - a. CCEH to implement a plan for improving the speed at which new users can access the required training;
7. Stakeholder Priorities: Better **reporting** for provider agencies to use for internal QA; Improve HMIS **data entry process** to decrease time direct service staff are spending on data entry
Planned CT BOS Action:
 - a. CCEH to develop a plan around agency reporting and data entry processes.

ENGAGE DIVERSE STAKEHOLDERS

8. Stakeholder Priority: Increase **engagement of People with Lived Experience of Homelessness (PWLEH)** and bring PWLEH to the center and in the front of our work.
Recent CT BOS Actions:
 - a. Increase number of Community Representatives on the Steering Committee to 6
 - b. Add 2 Community Representative seats to the CT BOS Steering Committee, specifically for youthPlanned and Ongoing CT BOS Actions:
 - c. Orient all Community Representatives
 - d. Continue to invest in training and support via CLIP
 - e. Seek CLIP/Community Representative input on all major decisions
 - f. Implement CLIP recommendations on Governance Charter and Consumer Survey
9. Stakeholder Priority: Increase **representation of BIPOC** at senior level meetings (1)
Planned and Ongoing CT BOS Actions:
 - a. Encourage CANs to ensure at least one BIPOC /Latinx representative
 - b. Encourage agencies with Steering Committee representation to appoint BIPOC/Latinx representatives

OTHER

10. Stakeholder Priority: Strengthen ability of provider agencies to recruit and retain staff
Recent CT BOS Actions:
 - a. Increased services budget cap for PSH and RRHPlanned CT BOS Actions:
 - b. Develop onboarding training content for new CoC project direct service staff