

CT Balance of State  
(CT BOS)  
Continuum of Care  
(CoC)  
Steering Committee  
Meeting

December 20, 2024



# Agenda

- Welcome and Introductions
- Group Agreements for Meetings
- Adopt November Semi-Annual Meeting Minutes
- Announcements
- Vote - Add a Public Health Representative to the Committee
- New Project Priorities Discussion
- System Performance Measures
- Break-out groups
- Proposed Changes – YHDP RRH Standards
- FY24 Planning Grant Expenditures
- Partner Announcements & Other Business



# CT BOS Group Agreements for Meetings

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Developed by Consumer Leadership Involvement Project (CLIP)

- Be present and listen actively
- Choose courage over comfort
- Participate to the fullest of your ability
- Take space, make space
- Assume good intent, but also acknowledge impact
- Challenge ideas, not people
- Use "I" statements
- Recognize emotional tax, extra labor, and burden that Black, Indigenous, People of Color (BIPOC), Asian Americans/Pacific Islanders (AAPI), Latino/a/x, LGBTQ+, persons with Behavioral Health issues, DV survivors, Veterans and people with lived expertise/experience of homelessness face in some conversations
- Honor the Conflicts of Interest Policy



# Approve November Semi-Annual Meeting Minutes

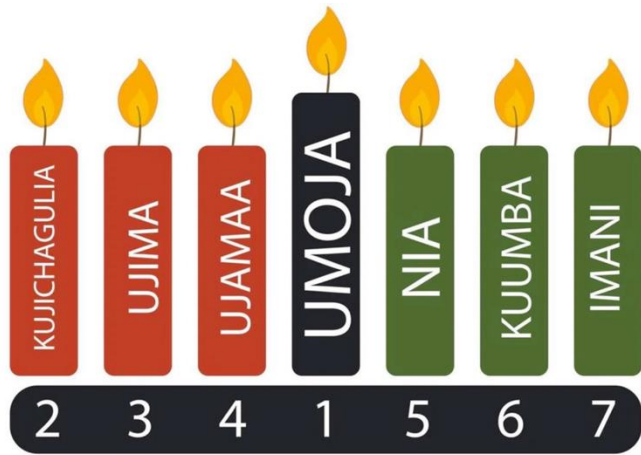
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November Semi-Annual Meeting Minutes

# Announcements





Happy Holidays!

# Reminder: Post Steering Committee Debrief

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- Anyone who has questions or comments about Steering Committee business can stay on at the end of the monthly zoom meeting.
- As always, questions/comments can also be sent [CTBOSCoC@gmail.com](mailto:CTBOSCoC@gmail.com) or call a team member any time!







# Vote: CT BOS Steering Committee Co-Chairs

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Nominees:  
Alice Minervino & John  
Merz (2 positions available)





Point-in-time (PIT) Count of Persons Experiencing Homelessness  
Count Date: 1/28/25



# PIT/HIC Upcoming Trainings

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## **Unsheltered Count Thursday, January 9th 2025 -- 10AM-12PM:**

[Link to Zoom](#)

Unsheltered Group - Both HMIS and Non-HMIS participating programs should attend.

- Street Outreach
- Warming Centers
- CAN Leads

## **Sheltered Count & Housing Inventory Chart (HIC) Thursday, January 9th 2025 -- 1PM-3PM-**

[Link to Zoom](#)

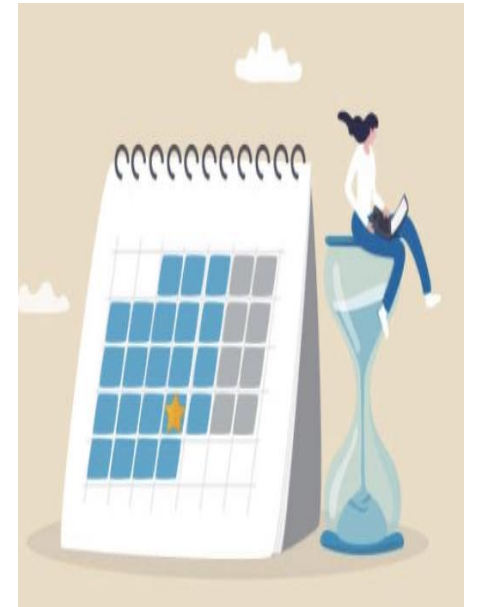
Sheltered Group - Both HMIS and Non-HMIS participating programs should attend.

- Emergency Shelter
- Transitional Housing
- Safe Havens
- Permanent Housing
- Permanent Supportive Housing, including VASH
- Rapid Re-Housing
- Warming Centers (if there are mats/cots)

# Renewal Evaluation Process & Key Dates

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- **12/31/24:** Deadline to submit DMHAS surveys to DMHAS (HI to obtain data directly from DMHAS)
- **1/15/25** Deadline to:
  - Submit CT BOS consumer surveys to CT BOS
  - Complete the initial submission process in [RED](#)
  - Submit [support](#) requests to let us know that you need help or you think something is incorrect.
- **2/19/25:** Deadline to make data changes and refresh data in RED
- [2025 CT BOS Renewal Evaluation Instructions](#)
- Renewal Evaluation Webinar: [Slides](#) & [Recording](#)



# DOH & DMHAS Request for Proposals (RFP) for Housing & Homeless Services Training & Program Monitoring

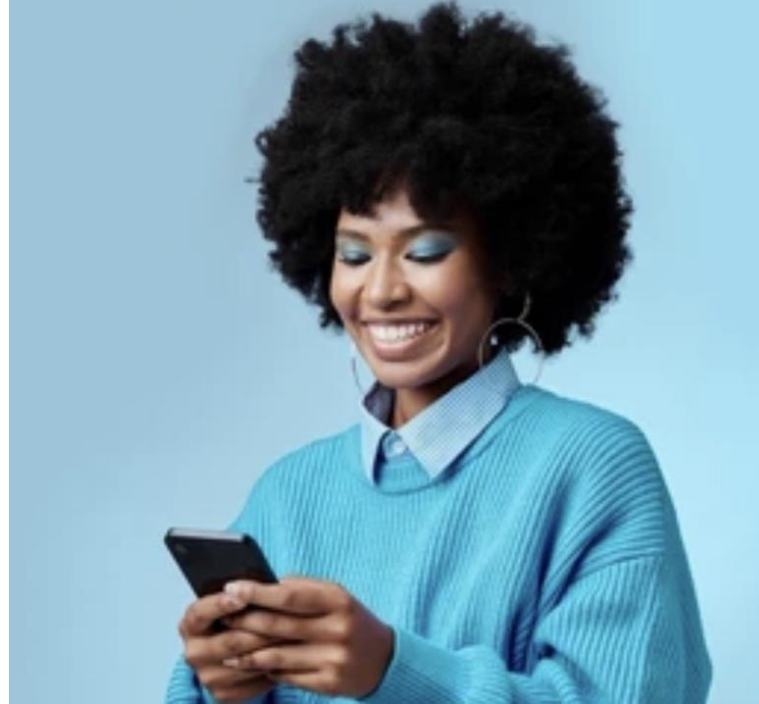
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- DOH with DMHAS seeking organizations to provide:
  - Training to permanent supportive housing, HIV/AIDS Housing, Street Outreach, Diversion, Shelter, Rapid Rehousing)
  - Monitoring and technical assistance for project types listed above and CAN Backbone projects

[Link to RFP](#)





How to Get  
BOS e-mails!

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[Link to Sign-up](#)



# 2025 Competition - New HUD CoC Project Applications

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- Though there is no CoC application required in 2025, HUD may solicit new project applications.
- Each year the Steering Committee adopts new projects priorities:
  - *Types of new project applications to be included in CT BOS application to HUD*
- Types of new projects HUD typically allows:
  - Rapid Rehousing (RRH)
  - Permanent Supportive Housing (PSH)
  - Joint Transitional Housing (TH)-RRH
  - Coordinated Entry
  - HMIS





# 2025 New Project Priorities

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- Steering Committee will discuss priorities today and vote in January.
- CANs submitted data & comments to CT BOS
- Geographic Equity analysis conducted to determine if any CAN's CoC funding allocation is low compared to demand among people experiencing homelessness.





## 2025 New Project Priorities (2)

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The Central and New Haven CANs have a lower percentage of CoC funding relative to demand based on 3 different demand indicators.

5 of 6 CANs responded to the survey

All respondents highlighted the need for more Permanent Supportive Housing (PSH). 4 of 5 also recommended additional Rapid Rehousing (RRH).

# Proposal: Allowable Types of New Projects - 2025 Regular CoC Funds



## Proposed new priorities underlined

- **Geographic Equity:** Prioritize Projects in the Central and New Haven CANs
- **New PSH Units** for Dedicated PLUS qualified individuals (including youth) who meet the HUD definition of disability\*
- **New RRH Units** for individuals and families (including youth) who meet the HUD category 1 & 4 definitions of homelessness\*\*
- Set aside (amount TBD) for PSH & RRH with at least 25% of new units designated for people **aged 60 and over**
- Set aside to fund **enhanced services in existing CoC-funded PSH & RRH units** (up to the funding cap) with a preference for PSH projects with no designated services funds

# Proposal: Allowable Types of New Projects – Regular CoC Funds (2)



## Proposed new priorities underlined

- **New RRH Diversion/Rapid Exit Units** (i.e., short-term rental assistance - up to 3 months) for individuals and families (including youth) who meet the **HUD category 1, 2 or 4** definitions of homelessness\*\*
- Set aside to fund **services in congregate PSH projects in development** set to open within the timeframe specified by HUD and that do not have sufficient funding already secured - up to the funding cap; preference for projects opening in 2026\*\*\*
- **Coordinated Entry - Supportive Services Only (CE-SSO; not via RFP)**

*\*DMHAS will be applicant and provide match only for units for participants who meet the DMHAS definition of disability.*

*\*\*DOH will be the applicant; provider responsible for match*

*\*\*\*Requires a letter of support from the property owner/manager/PHA indicating participant eligibility requirements & referrals exclusively from the CAN; funded projects will be required to obtain an MOU*

# Proposal: Allowable Types of New Projects- 2025 DV Bonus Funds

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- RRH
- Joint TH/RRH
- CE- SSO (not via RFP)
- Any other project types HUD indicates in NOFO are allowable (not via RFP)



# **FY 2024 SYSTEM PERFORMANCE MEASURES (SPM) METRICS**

**ROSE KELLY  
HMIS PROJECT COORDINATOR**

Technology Services & Solutions That Work



# WHY ARE WE HERE?

- ▶ HUD scores the efficacy of our statewide homeless services based on the SPM metrics we submit
- ▶ Funding is tied directly to the HUD scores
  - ▶ Better scores can lead to more funding
- ▶ The same data is pulled from the system for APRs, LSA, PIT and other reporting
  - ▶ All the data is connected but there are different timelines and specific datapoints for each
    - ▶ We want all our reporting to be as accurate as possible to show how much work we are doing and how effective our system is



# EVERYONE HAS A ROLE IN MAINTAINING DATA ACCURACY

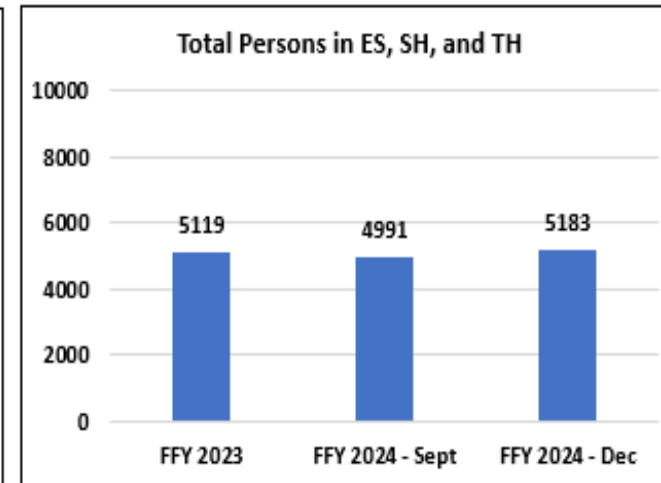
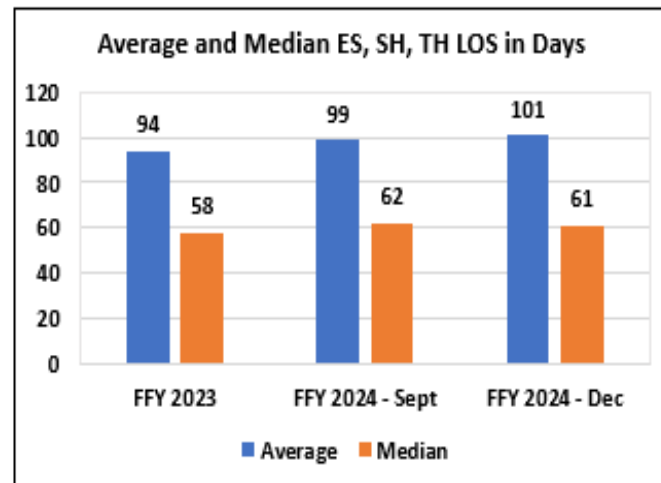
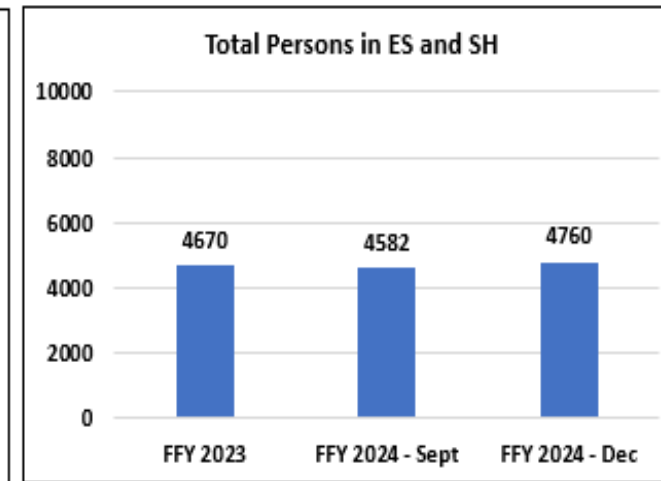
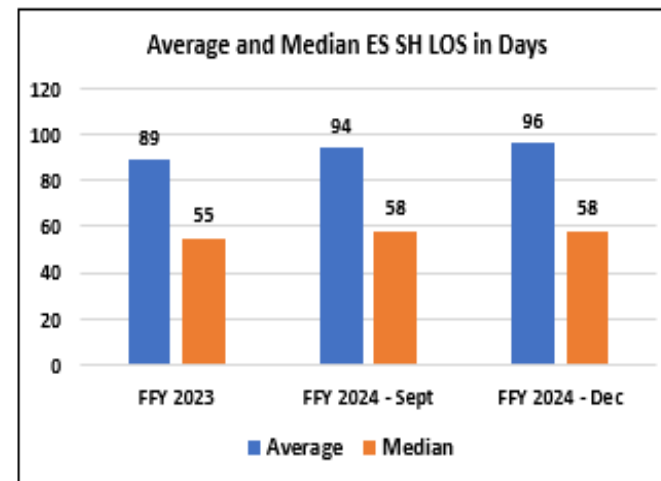
- ▶ **End Users:** Ensure data accuracy at the point of entry
- ▶ **HDCs:** Validate, review, and monitor data integrity
  - ▶ Ensure proper training and process flow for their team
  - ▶ Ongoing regular data review is crucial to maintaining data quality
- ▶ **CAN Leads:** Oversee data quality and assists HDCs
- ▶ **CoCs:** Provide leadership and accountability for system-wide data quality
  - ▶ Better scores can lead to more funding
- ▶ **Nutmeg:** Provides training, webinars, guides, and helpdesk assistance

# WHAT DATA ARE WE REVIEWING?

- ▶ **Current measures as compared to FFY 2023 submission**
  - ▶ **Evaluate changes in metrics for gaps and successes**
- ▶ **Impact of data cleanup efforts from baseline to current**
  - ▶ **HDCs were outreached in September for specific metric review**
    - ▶ **Length of stay in programs**
    - ▶ **Increased total income**
    - ▶ **Successful permanent housing**
    - ▶ **Reduce the number of clients returning the system within 2 years of permanent housing**

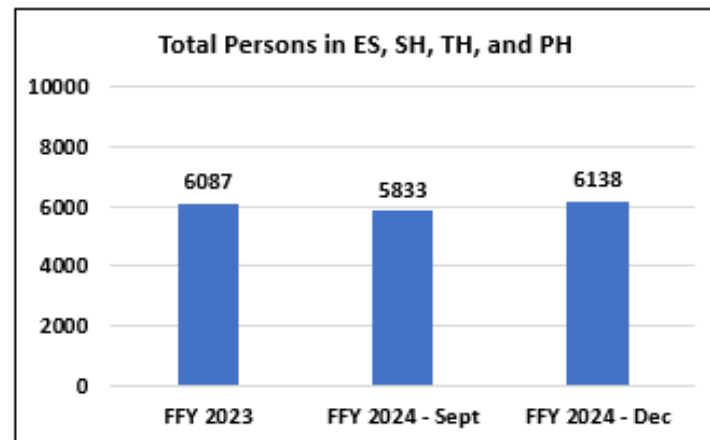
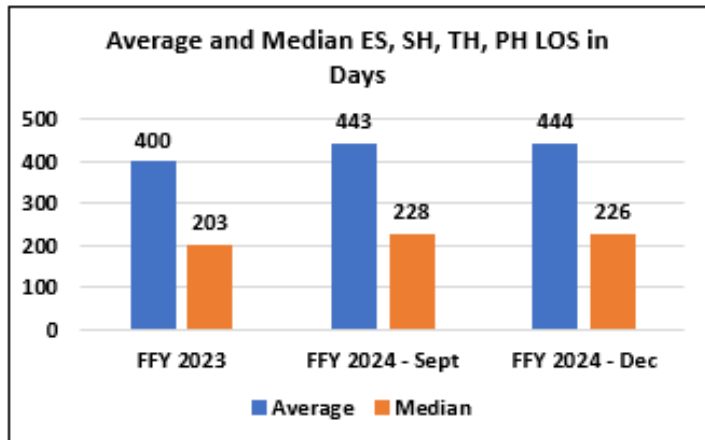
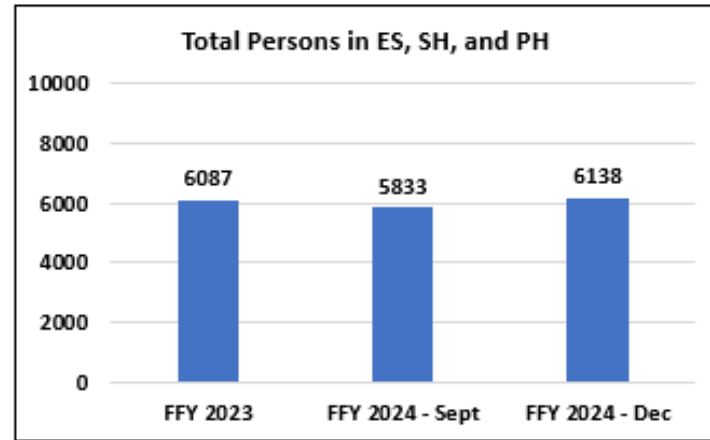
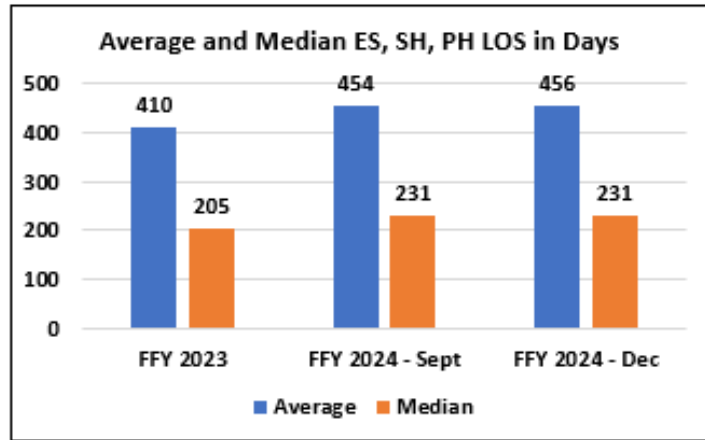
# METRIC 1A LENGTH OF TIME HOMELESS IN ES SH TH

- Check for overlapping enrollments
- Run APR reports and check length of stay
- Missing move-in dates for RRH or PSH
- Missing or unrealistic date homelessness started



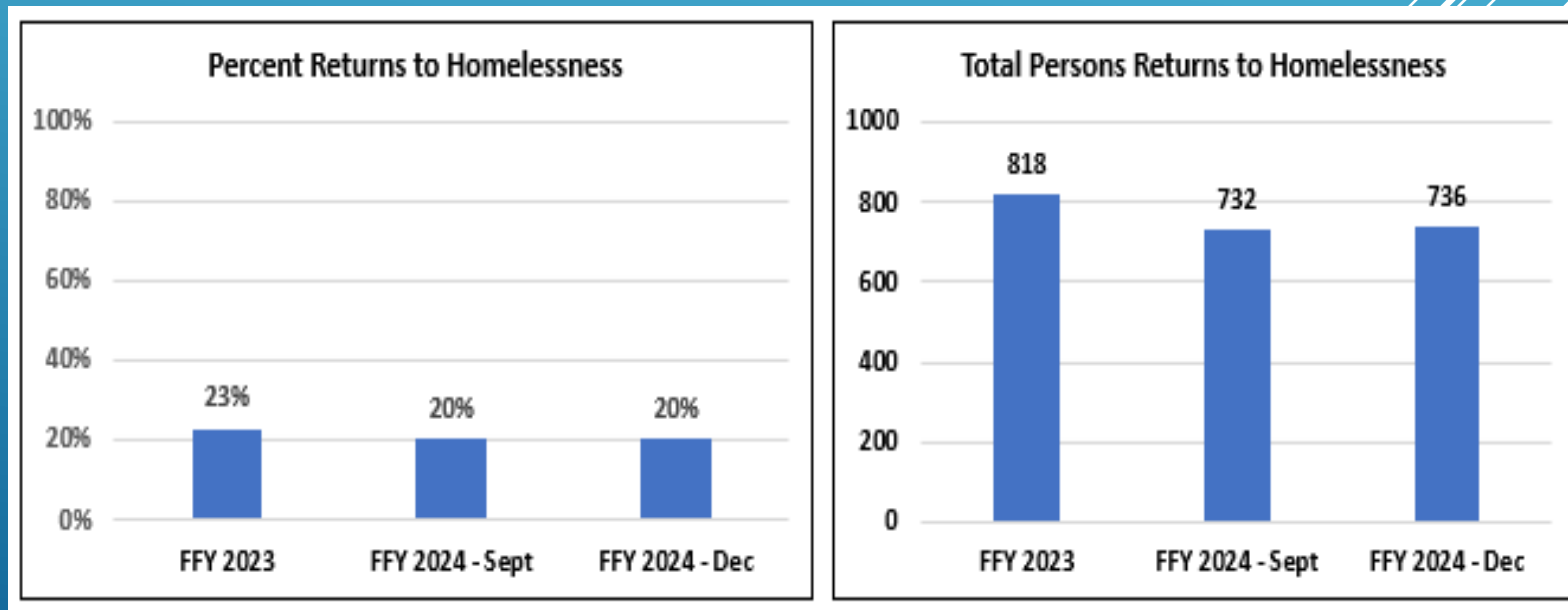
# METRIC 1B LENGTH OF TIME HOMELESS IN ES SH TH PH

- Check for overlapping enrollments
- Run APR reports and check length of stay
- Missing move-in dates for RRH or PSH
- Missing or unrealistic date homelessness started



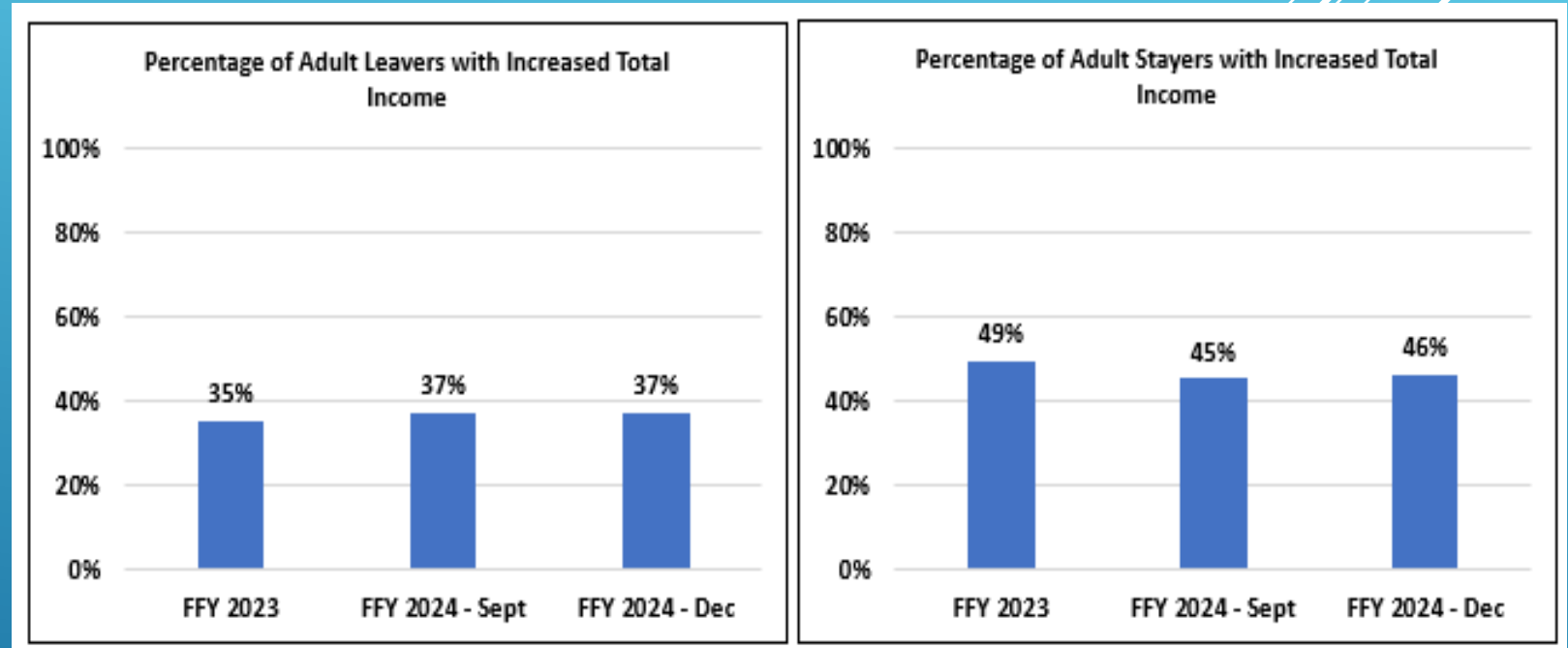
# METRIC 2AB RETURNS TO HOMELESSNESS FROM PH

- Ensure proper training so that users look for prior PH exits when enrolling clients
  - Ask what happened to the PH housing
- Evaluate programs that have clients returning to the system
  - Are there any trends or common factors between returning clients



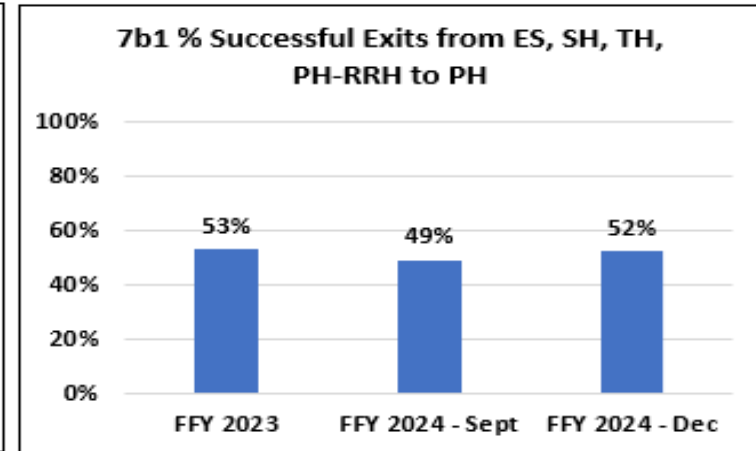
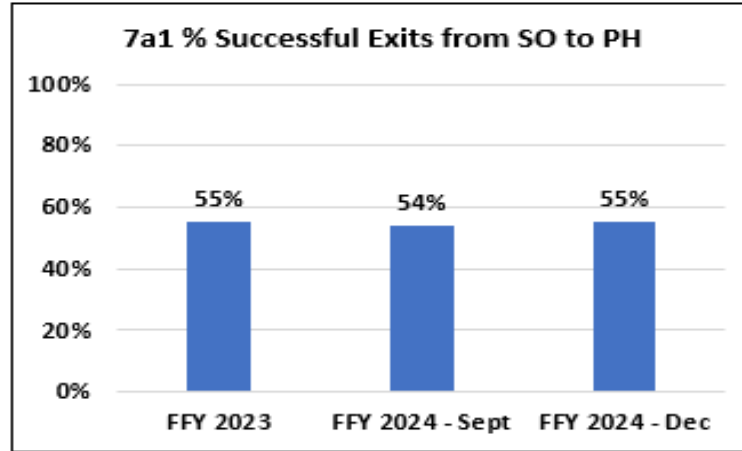
# METRIC 4 CLIENTS WITH INCREASED TOTAL INCOME

- Income can be entered at any point but should always be entered in every assessment
- HMIS needs at least 2 income values to evaluate a change
- When entering sources of income never leave income amounts blank, use 0.00 if there is no income



# METRIC 7 PERCENT CHANGE IN SUCCESSFUL EXIT TO, OR RETENTION OF, PERMANENT HOUSING

- Monitor APR data for Leavers to be sure they have an exit date and exit destination
- RRH and PSH should be reviewed for move-in dates
- Review Stayers for length of stay





# DATA CLEANUP EFFORTS

- ▶ **HDCs for 119 programs (multiple programs within some agencies) were contacted**
- ▶ **A planning meeting was held with the HDCs to work out the most efficient and effect method for reviewing data and providing outcomes of the review**
  - ▶ **85 have completed their program's cleanup**
    - ▶ **314 data issues reviewed**
      - ▶ **214 were confirmed as accurate**
      - ▶ **100 corrections were made**
  - ▶ **34 programs (10 agencies) have not completed data cleanup**
    - ▶ **4 Have Started**
      - ▶ **Access Agency, Columbus House, Salvation Army, Windham No Freeze**
    - ▶ **6 Have Not Started**
      - ▶ **Area Congregations Together, Cornerstone, FUSE NLH, ImmaCare, Open Hearth, South Park Inn**
- ▶ **Multiple reminders have gone out to all agencies**
  - ▶ **Final reminder will go out 12/31/24**

# RESOURCES

- ▶ **CTHMIS Knowledge Base**
  - ▶ Contains guides for data entry, correction and review, training documents
  - ▶ Data entry specifications and requirements
    - ▶ <https://cthmis.com/support/knowledge-base/>
- ▶ **Weekly Office Hours Thurs 2-3pm**
  - ▶ Helpdesk analysts are available for real time assistance
    - ▶ <https://cthmis.com/trainingandevents/>
- ▶ **Data Quality Alerts Dashboard**
  - ▶ Built into HMIS and highlights data issues when users are in the client record to maximize efficiency
  - ▶ Indicates critical issues and provides links to resolutions to correct the data
    - ▶ <https://cthmis.com/support/data-quality-alert-framework-user-guide/>
- ▶ **Help Desk Tickets** <https://cthmis.com/support/>
  - ▶ Inform Nutmeg of any HMIS issues via a helpdesk ticket
- ▶ **HMIS Monthly HDC Meetings**
  - ▶ Notifications are sent out from Nutmeg via email for registration

# QUESTIONS?



Technology Services & Solutions That Work



# Discussions

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- Introduce yourself, your role, and how long you have been attending Steering Committee meetings
- Discussion for today:
  - Which results stand out to you from the performance measures?
  - What would help to improve performance?
- Please share suggestions in the chat or email to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)

*Reminders: To join a group, accept the invitation. Any issues, return to the main session for assistance.*

# Proposed Changes – YHDP RRH Standards

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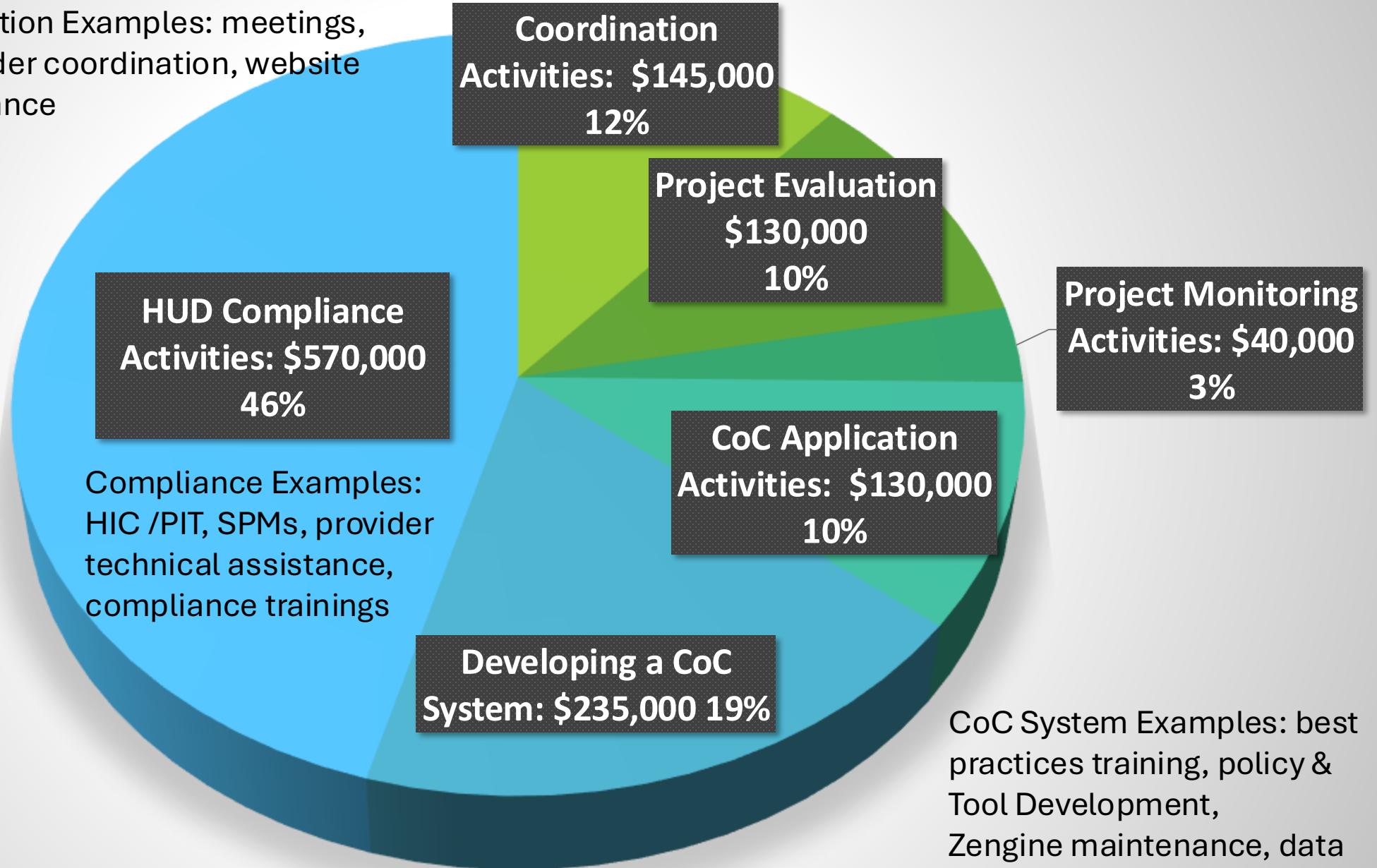
Allow YHDP providers to use either the YHDP rental calculation or the standard RRH rental calculation

- Each provider must consistently use one tool or the other. See [RRH Operations Guide](#) for details
- Goal is flexibility for providers to determine which method works better for youth they are serving
- Key differences:
  - YHDP RRH subsidy is largely calculated as a % of rent not income - more incentive to increase income
  - Standard RRH subsidy is calculated at a % of income



# Planning Grant Expenditures 2023-2024

Coordination Examples: meetings, stakeholder coordination, website maintenance



Compliance Examples: HIC /PIT, SPMs, provider technical assistance, compliance trainings

CoC System Examples: best practices training, policy & Tool Development, Zengine maintenance, data analysis, HUD webinars





# Partner Announcements



# Other Business?

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# Upcoming CT BOS SC Meetings



Meetings are from 11:00-12:30

- January 17, 2025
- February 21, 2025
- March 21, 2025
- April 11, 2025
- May 16, 2025 – Semi-annual (11-1)
- June 20, 2025
- July 18, 2025
- August 15, 2025
- September 19, 2025
- October 17, 2025
- November 21, 2025
- December 19, 2025

## Zoom Info for all SC meetings:

- [Meeting link](#)
- Meeting ID: 956 4487 8479
- Password: 414595
- Call-in number: 646-876-9923

# CT BOS Team (Housing Innovations)

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CT BOS CoC

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