

CT Balance of State  
(CT BOS)  
Continuum of Care  
(CoC)  
Semi-annual  
Meeting

May 17, 2024



# Agenda

- Welcome and Chairs Introductions
- Group Agreements for meetings
- Adopt April Steering Committee Meeting Minutes
- Announcements
- Presentation by Nichelle Carver, USICH
  - *All In: The Federal Strategic Plan to Prevent and End Homelessness*
- CT BOS CoC Strategic Plan Presentation and Discussions
- System Performance Measures Updates
- 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





# Reminders

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- Input is welcome!
- Please unmute or use chat.
- To provide anonymous input, please send a message to a member of the CT BOS support team:
  - Liz Isaacs
  - Lauren Pareti

# Approve CT BOS April 2024 Steering Committee Meeting Minutes

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CT BOS April 2024 Steering Committee Minutes

# ANNOUNCEMENTS



# 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!





# Welcome New Steering Committee Members!

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- Michael Aiello, Court Support Services Division (CSSD)
- Annette Buckley, United Way, 211



# CT BOS Youth Steering Committee Community Rep Position Available!

[BOS Youth Rep Application](#) due 6/9/24

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One Youth Community Rep (24 years old or under)

Contact Liz (917) 449-3918 or [lisaacs@housinginnovations.us](mailto:lisaacs@housinginnovations.us) with any questions.



Disability Verification Assistance from Local Mental Health Authorities (LMHAs)

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[State Operated LMHA Contacts](#)



## SNOFO Outreach Measures

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Tabled to discuss  
consistent measures  
across funders

# ***All In:* The Federal Strategic Plan to Prevent and End Homelessness**





# *Presenter*

- ***Nichele J. Carver***
- Senior Regional Advisor, USICH
- [nichele.carver@usich.gov](mailto:nichele.carver@usich.gov)







# About USICH

- Only federal agency solely dedicated to ending homelessness
- Coordinates federal response across **19 federal agencies** to help create and catalyze implementation of a federal plan
- Works with **all levels of government** and partners in the private sector and philanthropy to advance most efficient and effective strategies



# USICH Council

Council leaders:

**Chair – HHS Secretary Xavier Becerra**

**Vice Chair – USDA Secretary Tom Vilsack**

Council members represent 19 federal agencies:



[usich.gov/all-in](https://usich.gov/all-in)



UNITED STATES INTERAGENCY COUNCIL ON HOMELESSNESS

**ALL IN:**  
**The Federal Strategic Plan to**  
**Prevent and End Homelessness**

DECEMBER 2022





# What Is *All In*?

- Roadmap for **federal action**
- **Blueprint for communities** to develop local and systems-level plans
- **All-of-government** approach

ALL IN: THE FEDERAL STRATEGIC PLAN

# END HOMELESSNESS



SOLUTIONS

HOUSING AND SUPPORTS

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CRISIS RESPONSE

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PREVENTION

EQUITY

DATA AND EVIDENCE

COLLABORATION

FOUNDATIONS



# Equity Strategies

- Ensure federal efforts promote equity and **pursue equitable outcomes**
- Promote **inclusive decision-making** and authentic collaboration
- Increase **access to federal funding** for American Indians and Alaska Natives
- **Modify federal policies/practices** that perpetuate racial **and** other disparities



# Data & Evidence Strategies

- Strengthen **capacity of federal government** to use data and evidence to inform federal policy and funding
- Strengthen **capacity of state and local governments, tribes,** and others to collect, report, and use data
- Create opportunities for **innovation and research** to build on and disseminate evidence for what works



# Collaboration Strategies

- Promote **collaborative leadership** at all levels of government and across sectors
- Improve **information-sharing** with public and private organizations at the federal, state, and local level



# Housing & Support Strategies

- **Maximize** the use of existing federal housing assistance
- Expand the creation of **new safe, affordable, and accessible housing**
- Increase supply, impact, and effectiveness of **PSH and RRH**
- Support **enforcement of fair housing** and combat housing discrimination
- Strengthen system capacity to **address needs of people with disabilities** and chronic health conditions
- Expand access to voluntary and **trauma-informed supportive services** and income supports
- Increase use of service delivery practices grounded in **evidence**

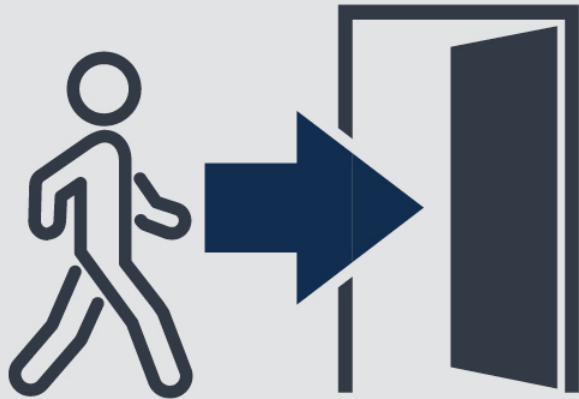


# Crisis Response Strategies

- Spearhead an all-of-government effort to **end unsheltered homelessness**
- **Evaluate coordinated entry** policies and provide tools and guidance on processes that center equity, remove barriers, streamline access, and divert people from homelessness
- Increase availability of and **access to emergency shelter**—especially non-congregate shelter—and other temporary accommodations
- Solidify relationship between, **CoCs, public health agencies,** and emergency management **agencies**
- Expand the use of “**housing problem-solving**” approaches for diversion and rapid exit
- Remove and **reduce programmatic, regulatory, and other barriers** that systematically delay or deny access to housing for households with the highest needs

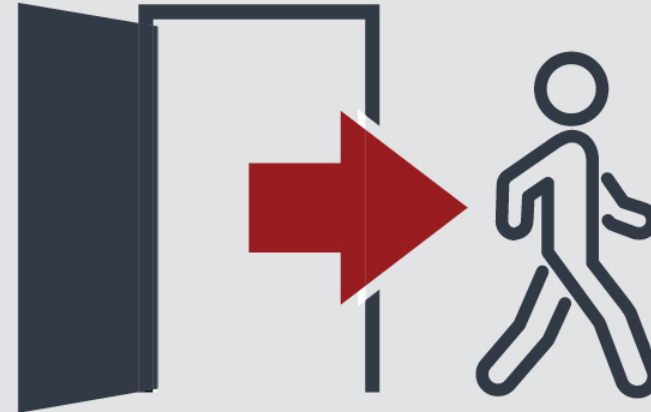
# Closing the Door to Homelessness\*

Preventing homelessness before it starts is critical to ending it.



**908,530**

Average who entered homelessness each year between 2017 and 2020



**900,895**

Average who exited homelessness each year between 2017 and 2020





# Prevention Strategies

## Reduce housing instability for:

- Households most at risk of experiencing homelessness by increasing availability of and access to meaningful and sustainable **employment, education, and other mainstream supportive services**, opportunities, and resources
- Households with former involvement with or who are directly **exiting from publicly funded institutional systems**
- **Older adults and people with disabilities**
- **Veterans** and service members transitioning from military to civilian life
- **American Indian and Alaska Native** communities living on and off tribal lands
- **Youth and young adults**
- **Survivors** of human trafficking, sexual assault, stalking, and domestic violence, including family and intimate partner violence

# *All In* Implementation & Progress





# *All In* Implementation

- Develop **implementation plans** with specific actions, milestones, and metrics
- Partner with and solicit **feedback from stakeholders**, including people who have experienced homelessness
- Publish annual **performance management plan**
- Update plan annually to reflect **evolving metrics, input, and lessons**



# *All In Progress Metrics*

- **Overall** homeless population
- **Racial disparities** in homelessness
- **Children and youth** experiencing homelessness during school year
- **Length** of time of homelessness
- **Returns to homelessness** within 6 to 12 months and within 2 years
- People who become **homeless for the first time**
- Placement in and **retention of housing** from street outreach



# How You Can Use *All In*

- Develop **local and systems-level plans**
- Set **state and local goals** to reduce homelessness by 2025
- **Educate partners** on causes, challenges, and opportunities
- Hold the federal government **accountable**
- **Learn** about federal programs, actions, and strategies



## Key Considerations for States & Local Communities

- Set state and local goals to reduce homelessness by 2025
- Develop local and systems-level plans
- Develop or strengthen state interagency council on homelessness
- Examine state fair housing laws to prevent discrimination against persons with vouchers/rental subsidies
- Establish homeless priority in state Qualified Allocation Plan (QAP) used for Low-Income Housing Tax Credit (LIHTC) administered by state housing finance agencies



## Key Considerations for States & Local Communities

- Mandate or encourage state health agencies to pursue Medicaid waiver flexibilities to address housing and supports for persons experiencing homelessness
- Extend age limit for youth in foster care and/or all re-entry for services
- Allocate funds to state housing trust funds which can increase supply of affordable housing for extremely low and low-income households.
- Educate and learn from partners on the causes of homelessness, challenges and opportunities
- Learn about federal programs, existing federal actions and new federal strategies



# 3 Steps to Stay Informed

1. Follow USICH on **LinkedIn/Facebook/Twitter**
2. Subscribe to the **USICH Newsletter**
3. Reach out to a **USICH Senior Regional Advisor**





# Questions?



# CT BOS Strategic Plan

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# Background and Themes from Previous Strategic Planning Discussions

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- The CoC has engaged in formal Strategic Planning Discussions since 2017, with updates every few years.
- Themes and Goals:
  - Ensure CoC continues to get new funding.
  - Engage new stakeholders and diversify perspectives.
  - Address staff recruitment and retention challenges.
  - Strengthen coordination with partner organizations.
  - Adopt consistent practices across the state.
  - Address inequities in care and advance effective service delivery models.
  - Make information about the CoC more accessible and easier to navigate.
  - Strengthen HMIS.



# Key Accomplishments

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## Continued to secure new CoC funds in each annual CoC Competition

- Secured HUD SNOFO (Special Notice of Funding Opportunity) funding for Street Outreach and Permanent Housing
- Secured funding through each national Domestic Violence (DV) Bonus competition
- Leveraged CoC funds to support Coordinated Access Networks (CANs)
- Consistently expanded Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH)



# How does CT BOS CoC Compare Nationally?

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CT BOS was awarded \$58,800,238 in the 2023 CoC Competition.

Only 5 large metropolitan areas received higher awards (Los Angeles, NYC, Chicago, Seattle & Houston).

The next highest funded Balance of State CoC was #22 - the Massachusetts BOS (\$31.8M)



# Key Accomplishments (2)

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## **Expanded Leadership by People with Lived Experience of Homelessness (PLEH) and BIPOC**

- Launched Consumer Leadership Involvement Project (CLIP)
- Increased Community Representative seats on Steering Committee to 8, including 2 seats designated for youth
- Added 4<sup>th</sup> Co-Chair seat and established diversity criteria for Chairs
- Elected a PLEH as a Steering Committee Co-Chair

## **Took Steps to Reduce Inequities in Care**

- Began funding service enhancements in existing projects

# Key Accomplishments (3)

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## Added New Partners

- Added to the Steering Committee:
  - CT CAN End Homelessness
  - CT Department of Correction
  - CT Department of Labor
  - CT Judicial Branch Court Support Services Division
  - United Way

## Advanced Effective Program Practices

Adopted Statewide Program Requirements and Practices:

- Outreach Guidelines
- RRH Operating Guide
- PSH Operating Guide
- Coordinated Access Network (CAN) Policies





# Key Accomplishments (4)

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## Expanded Training & Support Opportunities

- Designated time following each Steering Committee meeting to ask questions/raise concerns
- Launched Onboarding Training Series: *Key Policy & Admin Requirements, Eligibility Documentation, Housing Requirements, Fiscal Requirements, Grant Management Requirements*
- Established annual *Introduction to CT BOS CoC Webinar, Renewal Evaluation, Monitoring, New Project Application Bidders Conference* and *CoC Competition Webinars*
- Established ongoing RRH Communities of Practice

## Advance Effective Service Delivery Models

- Increased Services and Admin Budget Caps
- Increased funding for projects with limited or no support services funding





## Key Accomplishments (5)

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### **Strengthened Use of Technology:**

- Zengine: enables web-based submission of new project applications and other materials
- Renewal Evaluation Database - integrates Renewal Evaluation with Homeless Management Information System (HMIS), automates processes and increases availability of evaluation results for providers
- PIT Application – integrates Point-in-Time (PIT) Count and Housing Inventory Count data with HMIS and replaces manual data collection

# Key Accomplishments (6)



## HMIS Improvements:

### Creation of new tools/features including:

- HMIS Learning Management System- offers flexibility of on-demand, self-paced & instructor-led courses
- Data Quality Alert Dashboard showing data issues with direct impact on performance measures
- At a Glance - Client Profile of high priority data elements
- Homeless Verification Table (shows homeless episodes, occurrences & total months homeless)
- By-Name-List (BNL) 2.0; Copy Enrollment Feature; CAN/211 Dashboard

### Expansions/Enhancements:

- Security Enhancements (Multi-Factor Authentication, Database encryption)
- Alternate Reporting Access (Data Warehouse)
- Data Integrations (COVID, Smartsheets)
- DMHAS Housing Programs w/ DDaP Export functionality

# Break-out Rooms



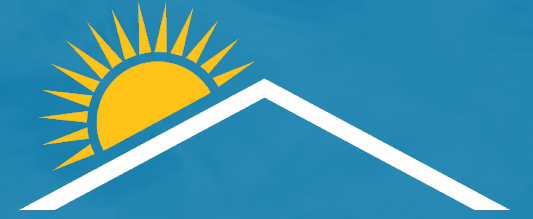
- Introduce yourself, your role, and say how long you have been involved in the CT BOS CoC
- Discussion Questions on next slide and on google doc: [BOS Strategic Planning Discussion Questions](#)
- Record responses on the google doc
- *Reminders: To join a group, accept the invitation. Any issues, return to the main session for assistance.*

# Strategic Planning Discussion Questions

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1. What do you and/or your organization get from CT BOS that is helpful?
2. How can the CT BOS CoC better meet the needs of people experiencing homelessness?
  - How can we ensure that projects we fund provide what people need?
3. How can CT BOS better meet the needs of grantees, providers and partners?
4. What do you and/or your organization need from CT BOS that you don't get?
5. Is there anything else you want to suggest?





**SYSTEM PERFORMANCE MEASURES (SPM)  
FFY 2022-2023**

**ROSE KELLY**

**INTERIM DIRECTOR HMIS AND STRATEGIC ANALYSIS,  
PROJECT MANAGER/BUSINESS ANALYST**

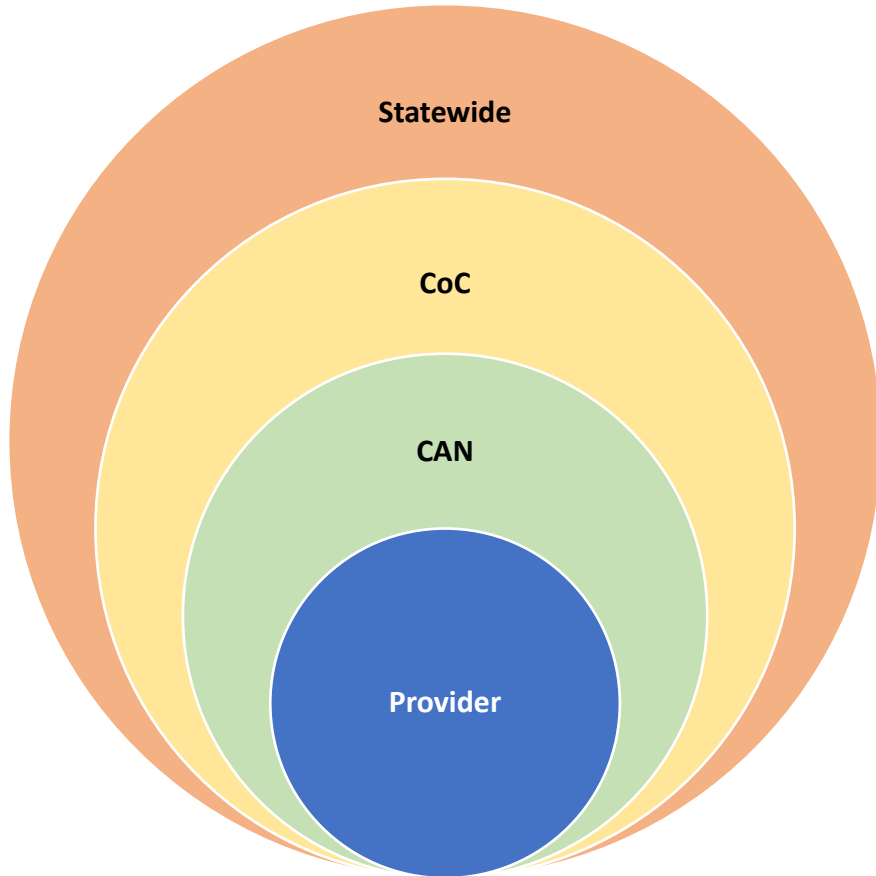
**RKELLY@CCEH.ORG**

**MAY 17, 2024**

# AGENDA

- REVIEW SPM METRICS FFY 2022 AND 2023
- IMPORTANCE OF DATA QUALITY FOR SPM METRICS
  - Data Cleanup Tips
- RESOURCES AND INFORMATION

## PURPOSE OF SPM METRICS



HUD evaluates statewide homelessness service system efficacy for funding allocation.



Inaccurate data misrepresents system effectiveness, risking reduced funding.



Crucial for all statewide system levels to monitor and ensure accurate data entry.



Partners share responsibility for data accuracy, reflecting program successes and areas for improvement.



Programs with consistent positive outcomes or improvements are more likely to secure funding, while underperforming programs may face funding cuts.

# DATA QUALITY TOOLS



## Data Outlier Report

- Provides client-level outliers for review
- Summarized by Program and Org
- Available for all users to run
- CCEH provides outreach to providers



## HMIS Automated Alerts

- Shows specific data issues for review while in the client record



## Annual Performance Report (APR)

- Client-level data by specified programs
- Customizable for single or multiple programs



## Data Quality Alert Dashboard(DQAD)

- Provide alerts directly to case managers as they work with client records
- The alerts are computed nightly to assure the data is up-to-date  
[Link to the Dashboard](#)



# METRIC 1A - LENGTH OF STAY (LOS)

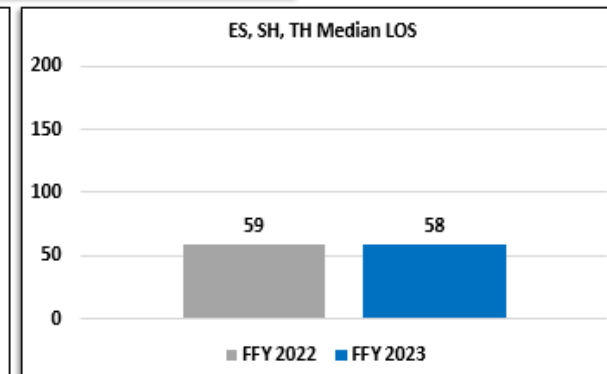
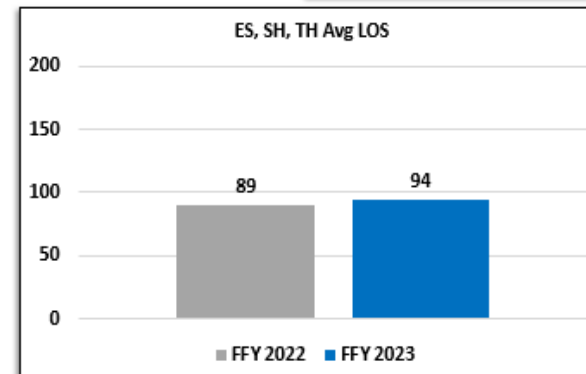
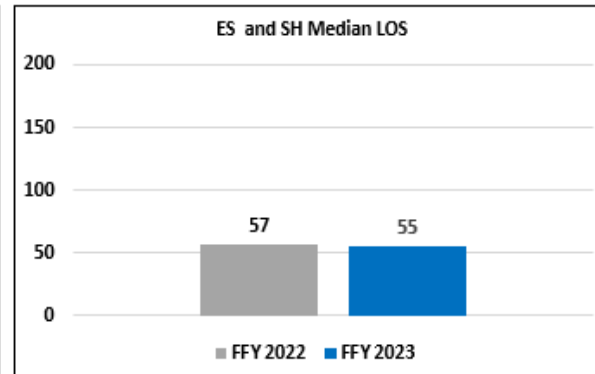
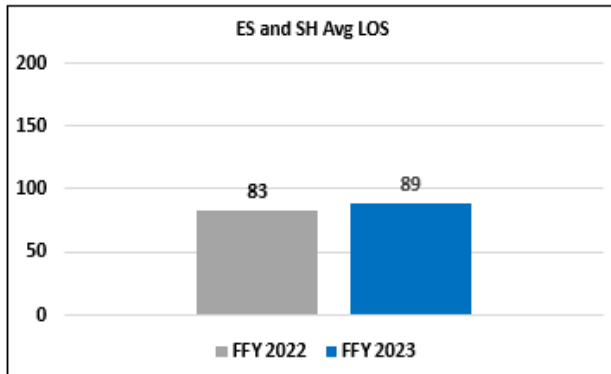
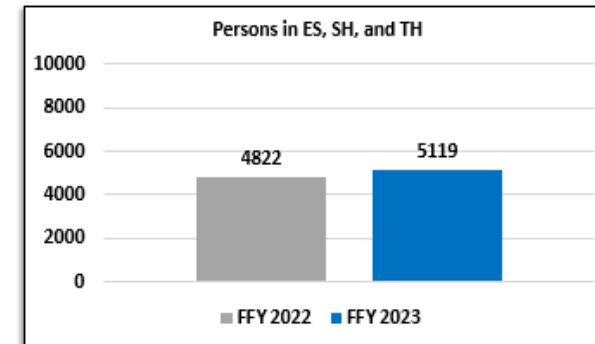
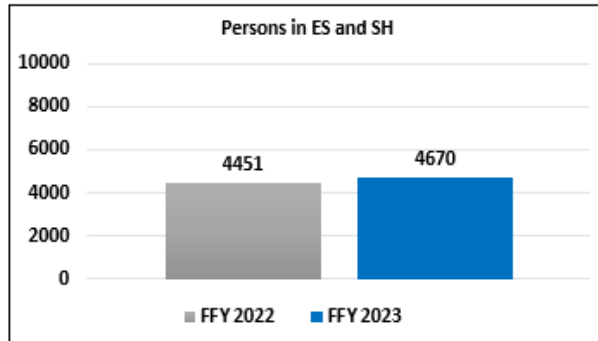


- Increase in total persons
- Increase in Avg LOS
- Decrease in Med LOS



## Actions:

- Look for overlapping enrollments
- Missing move-in dates
- Long LOS
- Date homelessness started



# METRIC 1B - LENGTH OF STAY (LOS)

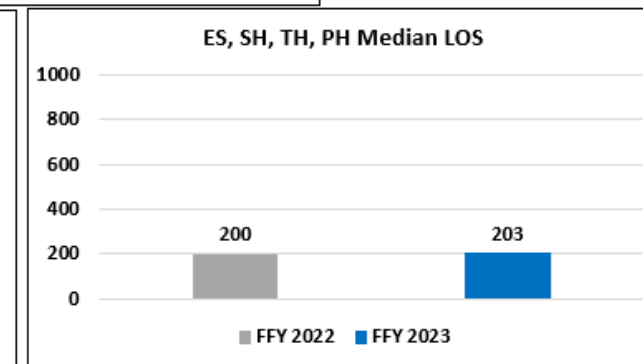
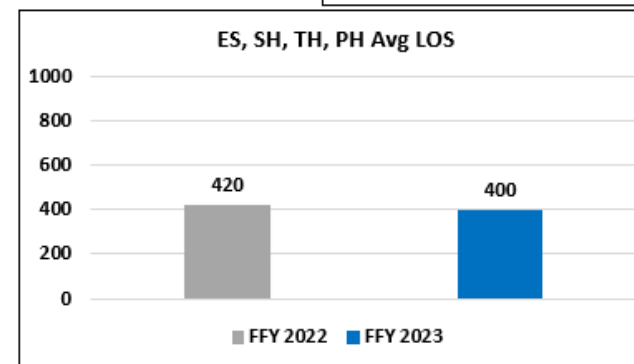
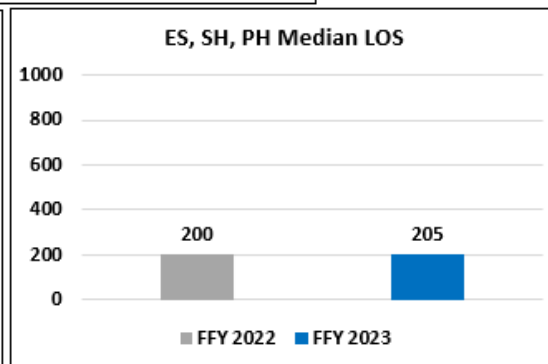
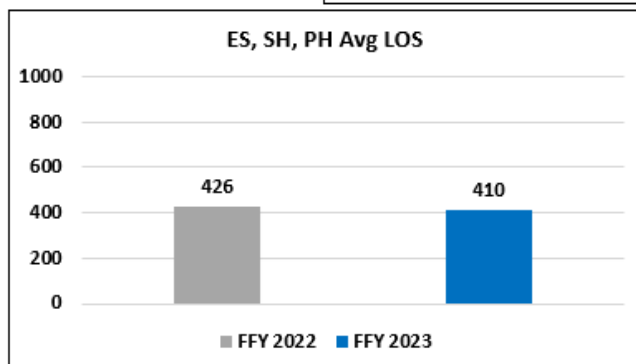
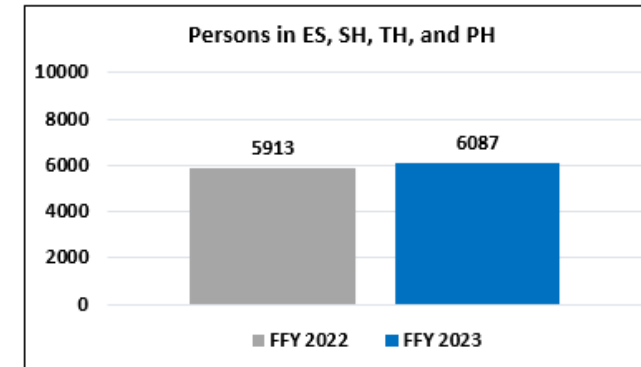
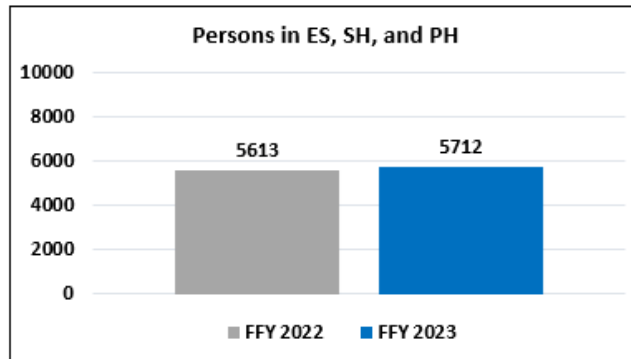


- Increase in total persons
- Decrease in Avg LOS
- Increase in Med LOS



## Actions:

- Look for overlapping enrollments
- Missing move-in dates
- Long LOS
- Date homelessness started



# METRIC 2 – % RETURNS TO HOMELESSNESS WITHIN 2 YEARS FROM PRIOR PH EXITS

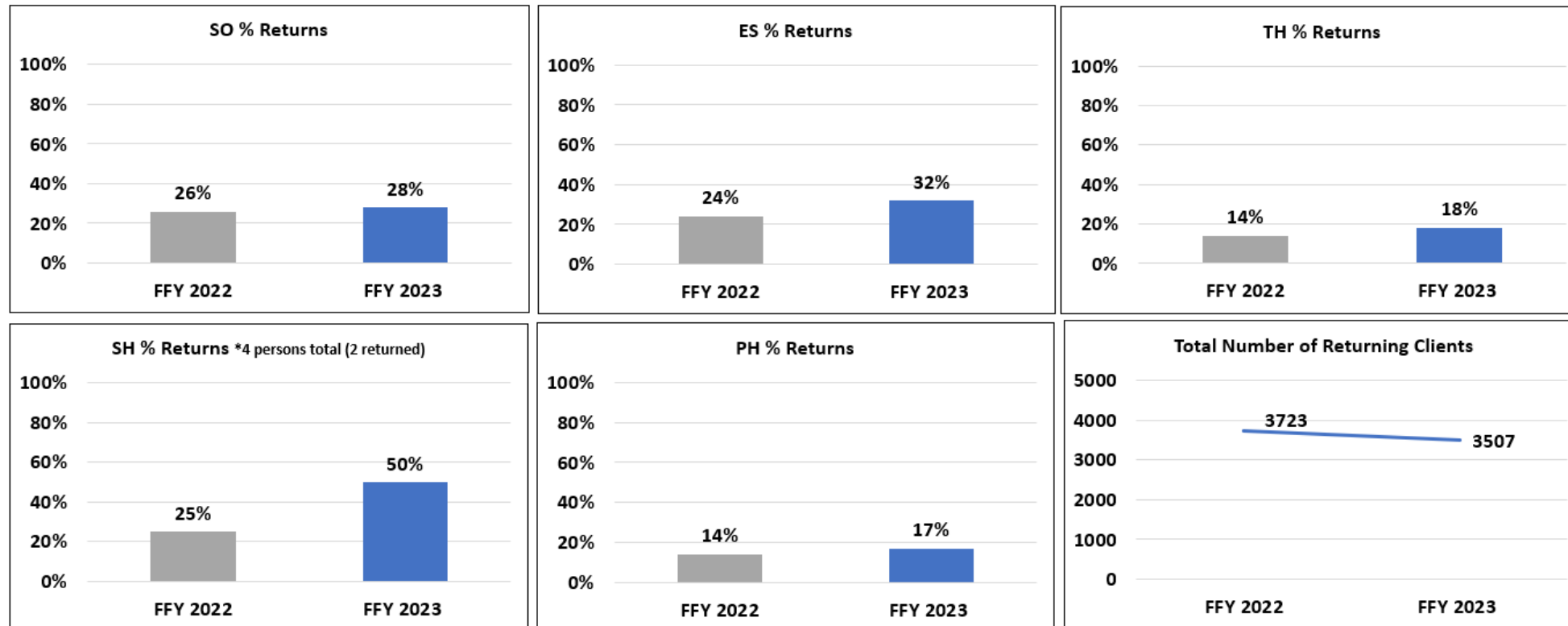


- All program types saw an increase in the percentage of clients returning
- The overall total clients returning is lower than 2022



## Actions:

- Train end users to look for prior PH exits when enrolling a client in a new program
- Assess at the program level for success and barriers
- Compare programs with the statewide values



# METRIC 3 – NUMBER OF HOMELESS PERSONS

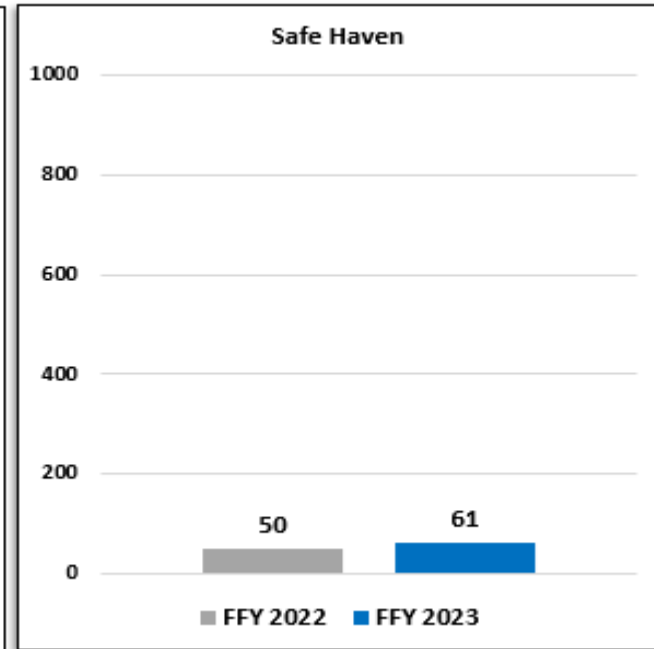
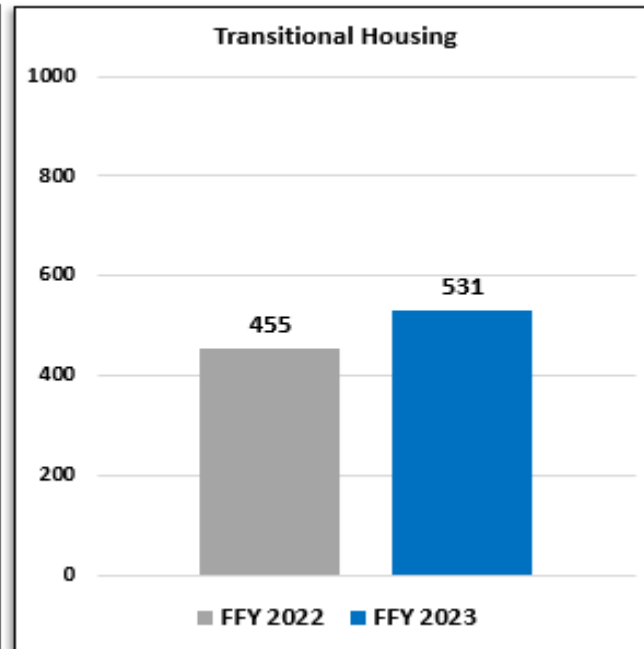
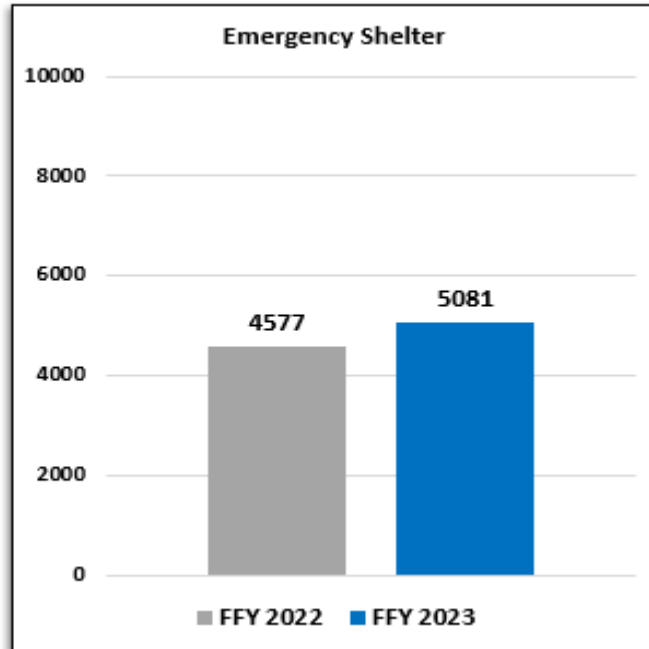


- All program types saw an increase in total persons



## Actions:

- Monitor your inflow using the APR
- Review data by program type to see where the greatest inflow comes from



# METRIC 4.1 - 4.6 – % OF CLIENTS WITH INCREASED TOTAL INCOME FOR COC FUNDED PROJECTS

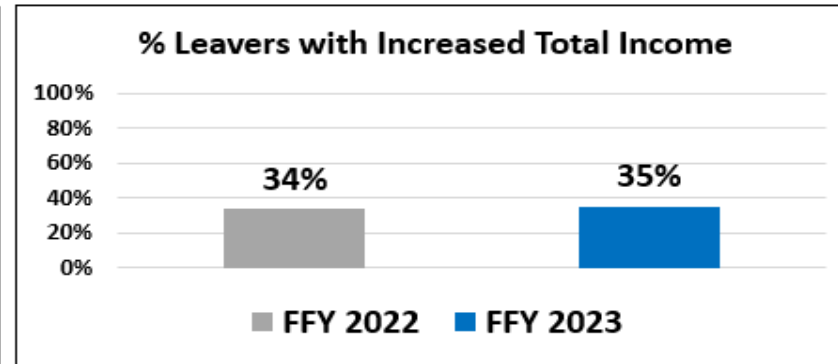
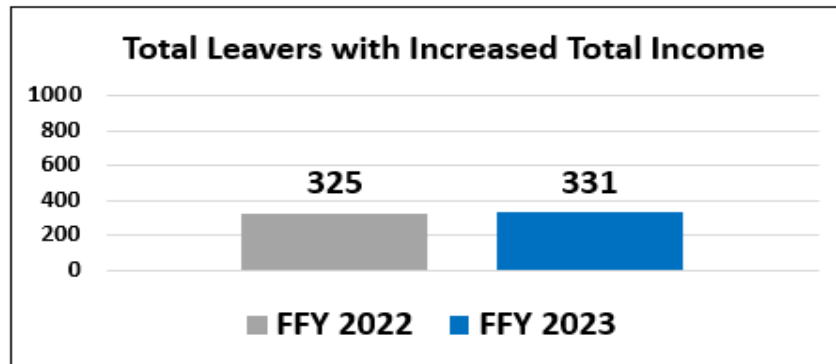
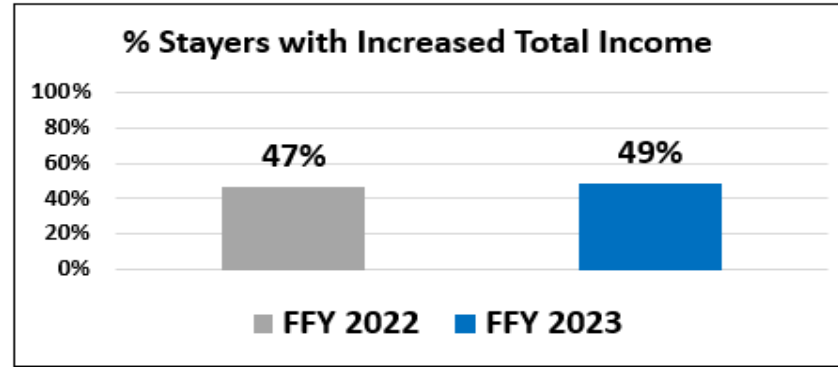
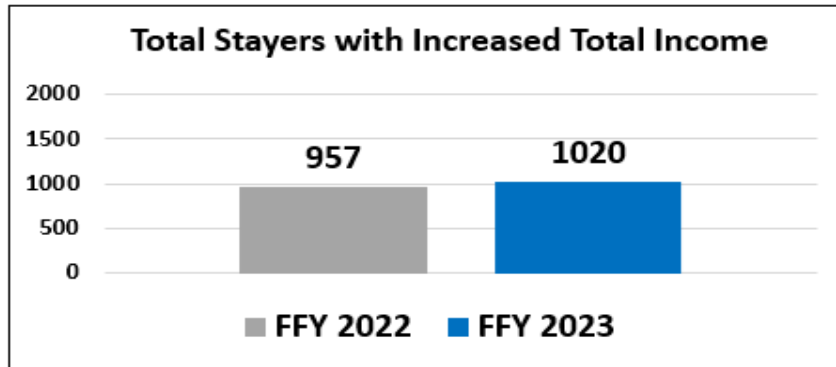


- There was an increase in total income increases for Stayers and Leavers



## Actions:

- At least 2 income amounts must be entered for clients to be counted in metric 4
- Confirm that income is being collected at each assessment
- Review data at the program level and see which ones have more success and those with barriers



# METRIC 5.1 & 5.2 – NUMBER OF PERSONS HOMELESS FOR THE FIRST TIME

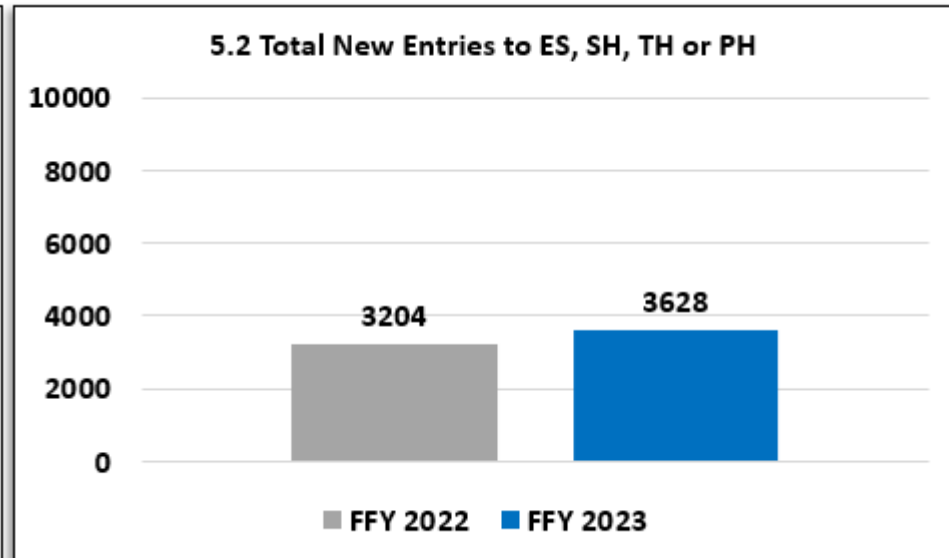
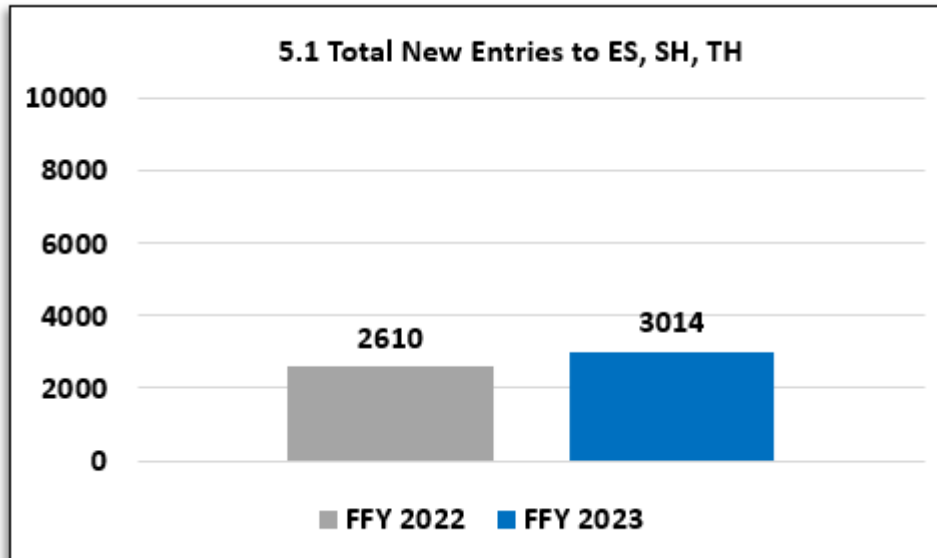


- There was an increase clients with no prior enrollments in past 24 months



## Actions:

- Monitor increases in your programs' homeless populations
- Be aware of public policies or funding initiatives that might impact increases or decreases
- Review the client circumstances that contributed to their homelessness
- Connect with public resources such as Energy Assistance Programs to refer clients



# METRIC 7– % CHANGE IN SUCCESSFUL EXITS TO, OR RETENTION OF, PERMANENT HOUSING

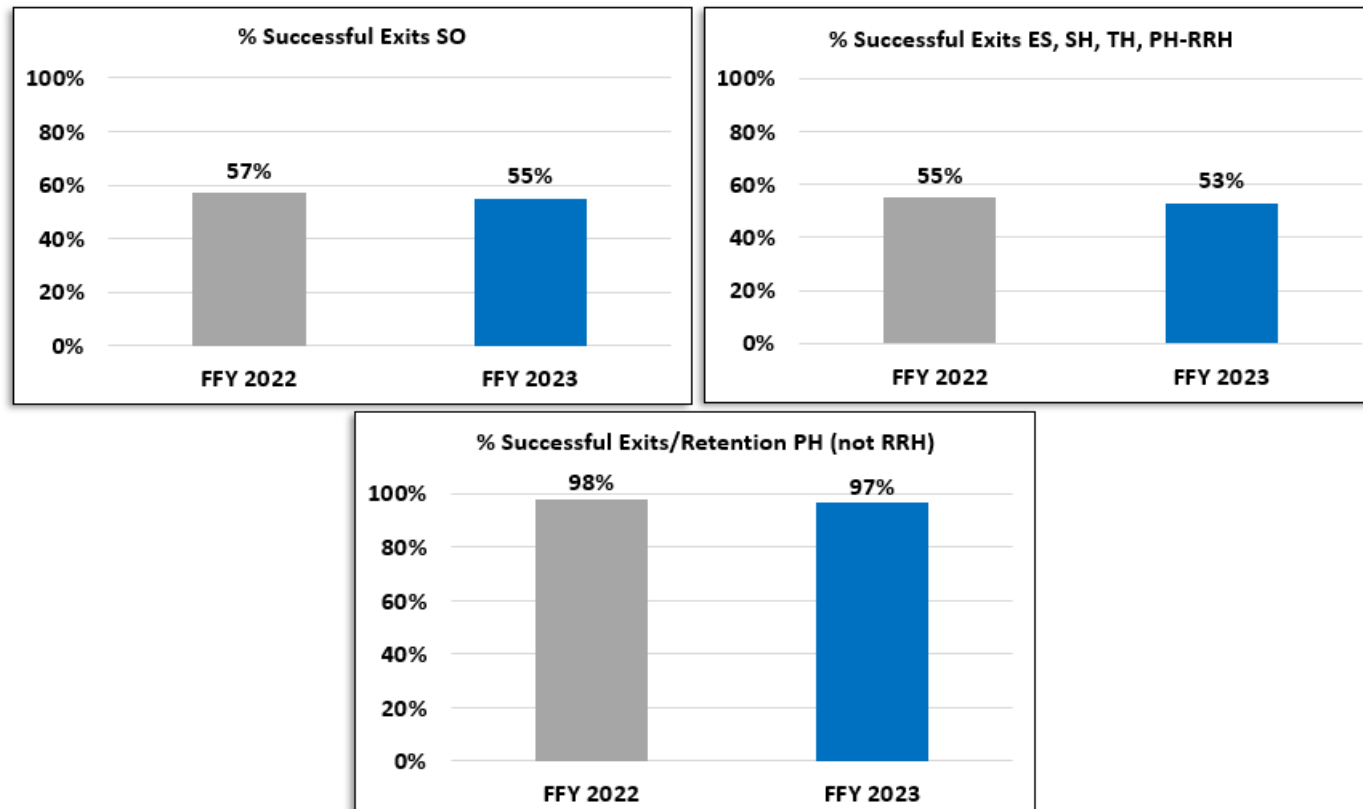


- There was a decrease in the percentage of clients exited to PH from all program types

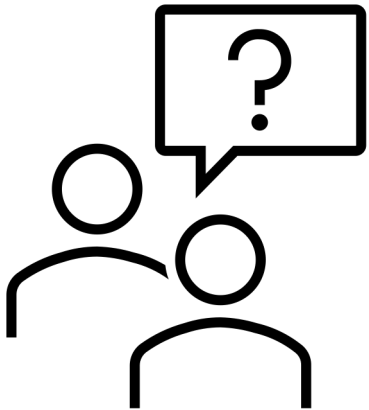


## Actions:

- Use an Annual Performance Report (APR) report to identify leavers missing an exit destination to be sure all exits to PH are counted
- Review Stayers with exit dates but no move-in date



# RESOURCES AND SUPPORT



## Nutmeg Technical Support

[help@nutmegit.com](mailto:help@nutmegit.com)

- Accessing HMIS
- Running/Submitting reports
- Edit client records
- Training

[CT HMIS - End User - HMIS Training  
Registration Instructions](#)

## CCEH

[data@cceh.org](mailto:data@cceh.org)

- Interpret report data
- Review data issues
- Process questions
- Data cleanup guides





**QUESTIONS AND ANSWERS**



# Partner Announcements

# Other Business?

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# Upcoming BOS SC Meetings

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- June 21, 2024; 11-12:30
- July 19, 2024; 11-12:30
- August 16, 2024; 11-12:30
- September 20, 2024; 11-12:30
- October 18, 2024; 11-12:30
- November 15, 2024; 11-12:30
- December 20, 2024; 11-12:30



## 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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