

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

July 17, 2020



# Moment of Silence



# Agenda

- Welcome
- Announcements
- Renewal Evaluation
- Steering Committee Co-chair discussion & vote
- SC & COVID Meeting Schedule



# Announcements

- 2020 HUD CoC Competition –
  - **CT BOS New Project RFP – to be posted next week and due 8/31/2020**
- BOS Grants Management Database WizeHive update
- Consumer Involvement RFQ Results





## CT BOS CoC CAN Representatives

### *Northwest*

Nancy Cannavo  
Belinda Arce-Lopez

### *Middlesex/ Meriden*

Deanna Bencivengo  
Manssour Hanne

### *Greater Hartford*

Crane Cesario  
Lisa Quach

### *Central*

Suzy Rivera  
Marisa Giaccotto

### *Greater New Haven*

Nikki Barnofski  
Silvia Moscariello

### *Eastern*

Kim Jakowski  
Kathy Allen



# 2020 Renewal Evaluation Results



# 2020 Renewal Evaluation Results - Highlights

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- Spending on last year's grants
  - Programs spent 97% of grant funds
- Increase in income for TH (non-youth) –
  - 42% of TH participants (exceeded 40% standard)
- Increase in non-earned income for PSH –
  - 50% of PSH participants (exceeded 40% standard)
- Participants with health-insurance in RRH –
  - 96% of RRH participants (exceeded 95% standard)
- Percentage of PSH participants who remain or move to permanent housing
  - 97% PSH participants (exceeded 95% standard)
- Percentage of leavers who exited to ES, streets or unknown –
  - 4% from all programs (exceeded 5% standard)



# 2020 Renewal Evaluation Results Opportunities for Improvement

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- While 97% of BOS CoC funds were spent, only 71% of programs met the spending standard
- Increase in earned income (non-youth programs) – 11% of PSH participants (standard is 25%)
- All adult participants with non-cash benefits (excluding health insurance) – 89% (standard is 95%)

# 2021 Draft Renewal Evaluation Criteria



2021 Proposed BOS Renewal Eval Citeria



# 2021 Draft Renewal Evaluation Criteria

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- The majority of the criteria and metrics remain the same from 2020
- Changes are highlighted in the following slides



# 2021 Draft Renewal Evaluation Criteria

## New Scoring Criteria



Evaluation Criteria	Benchmark/Standard
<b>Non-Youth Programs only: Percentage of adult participants who have EARNED INCOME at exit/follow-up (leavers and stayers)</b> <i>(Tracked but not scored in 2019)</i>	25% PSH 35% RRH 40% TH
<b>Youth Programs only: Percentage of adult participants who have EARNED INCOME at exit/follow-up (leavers and stayers)</b> <i>(Tracked but not scored in 2019)</i>	25% PSH 25% RRH 30% TH

# 2021 Draft Renewal Evaluation Criteria Changes to Benchmark/Standard



Evaluation Criteria (unchanged)	Proposed 2021 Benchmark/ Standard	2020 Benchmark/ Standard
Percentage of adult participants who increased OTHER INCOME (NON-EARNED) from entry to exit/follow-up (leavers and stayers)	50% PSH 25% RRH 35% TH	40% PSH 25% RRH 35% TH
RRH Only: LOS for participants is 6 months or less <u>(Will be tracked but not scored)</u>	40%	50%
TH only (DV Projects): LOS is 2 years or less	100%	85%



# 2021 Draft Renewal Evaluation Criteria Changes to Scoring



Evaluation Criteria (unchanged)	Standard/ Benchmark	Proposed 2021 Score	2020 Score
PSH & RRH Only: Average length of time from matched to housed	85% housed within 30 days	5	Not scored in 2020
HMIS Universal Data Elements: Minimum of 13 data elements have an error rate of less than 5%	Error rate less than or equal to 5% for 13 data elements	5	Not scored in 2020
Percentage of participants accepted from the by-name list between October 1, 2019 and September 30, 2020	100%	Not scored	5
Occupancy (based on quarterly unit utilization)	90%	No corrective action (CA)	If below 90%, agency in CA

# Cost Effectiveness Findings - PSH

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## **Permanent Supportive Housing- 89 projects**

CT BOS analyzed annual CoC service costs per household served and found:

- Annual service costs/household ranged from a low of \$0 to a high of \$14,731.
- Average annual service cost/household was \$3,669.
- Median annual service cost/household was \$2,719.



# Cost Effectiveness Findings - RRH

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## Rapid Rehousing – 13 projects

CT BOS analyzed annual CoC rental assistance and service costs per household exiting rapid rehousing to permanent housing and found:

- Annual costs/exit ranged from a low of \$0 to a high of \$18,777.
- Average annual cost/permanent housing exit was \$5,276.
- Median annual cost/permanent housing exit was \$3,083.
- The lowest cost/exit project had no CoC supportive services funds. The next lowest cost/exit was \$1.4K
- Excludes projects with no CoC service funds.



# Cost Effectiveness Findings - TH

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## Transitional Housing – 4 projects

CT BOS analyzed annual CoC leasing, operating and service costs per household exiting transitional housing to permanent housing and found:

- Annual costs/exit to permanent housing ranged from a low of \$2,529 to a high of \$34,560.
- Average annual cost/exit to permanent housing was \$11,786.
- Median annual cost/exit to permanent housing was \$5,027.
- No CT BOS TH projects use rental assistance funds. 3 of 4 projects included neither CoC supportive services nor leasing funds.

# Consumer Survey Findings – BOS Survey



Feedback received from CT BOS survey respondents was **overwhelmingly positive**.

- Results show service needs consistently met by CoC projects (75% reported always, 21% reported most of the time)
- Satisfaction rates high among CT BOS respondents in following areas:
  - Being treated with dignity and respect by project staff
  - Personal information being kept private
  - Availability of staff who speak consumers' language/translators
  - Sensitivity to consumers' cultural needs



# Consumer Survey Findings – DMHAS Survey

Feedback received from DMHAS survey respondents was **positive**.

- Respondents like the services they receive (69% strongly agreed, 34% agreed) and that, if they had other choices, they would still get services from the same agency (54% strongly agreed, 37% agreed)
- Satisfaction rates were also high and relatively consistent among DMHAS respondents including:
  - Staff willingness to see consumers as often as the consumer felt necessary
  - Staff returning calls within 24 hours
  - Staff believing that consumers can grow, change, and recover
  - Being given information about consumer rights

# Consumer Survey – Opportunities for Improvement



## CT BOS Survey:

- 40% reported not having the chance to give input into how their CoC project is run.
- Among those who reported needing but not receiving certain services, employment was the most frequent (30%) followed by case management (19%).

## DMHAS Survey:

- 31.8% indicated neutrality, disagreement, or non-applicability regarding the statement “As a result of services I have received from this agency, I do better in school and/or work.”
- 26% indicated neutrality or disagreement with the statement “I am involved in my community.”
- 22% indicated neutrality or disagreement with the statement “As a result of services I have received from this agency, I am better in social situations.”

# Grievance Process Change and Deadline

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Motion: For the renewal evaluation process, providers who did not provide supplemental information during the change request process will not be permitted to submit a grievance related to data they could have changed but opted not to.

2020 Grievance Deadline – **7/31/2020**

Submit grievances to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)





# Steering Committee Co-Chair Discussion/Vote

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**Motion: To amend the CT BOS CoC by-laws as follows:**

Section 8: CT BOS Steering Committee (SC) Co-Chairs

A. The officers of the CTBOS CoC SC shall be ~~three~~ four co-chairs and include state government and the non-profit community.



# CT BOS Meeting Schedule Steering Committee & COVID-19 Office Hours



## SC Meeting Schedule for 2020

(generally 3<sup>rd</sup> Friday of each month)

- August 21, 2020; 12:30-1:30
- September 18, 2020; 12:30-1:30
- October 16, 2020; time TBD
- November 20, 2020; time TBD
- December 18, 2020; time TBD

## COVID-19 Office Hours

- July 24, 2020 – 11:00-12:00
- August 7, 2020 – 11:00-12:00

## Zoom Info for all upcoming meetings

Zoom Meeting:

<https://us02web.zoom.us/j/95644878479?pwd=Wm9hamJka2Z5V0xWVXlidFRZHE1UT09>

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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