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

December 17, 2021

Agenda

- Welcome
- BOS Group Agreements for meetings
- Introductions
- Adopt Meeting Minutes
- Announcements
- Consumer Leadership Involvement Program (CLIP) Updates
- Housing Inventory Count (HIC) and Point-in Time (PIT) Count
  - Vote on CT BOS 2022 Point-in-time Homeless Count Methodology
  - Update on HIC & PIT
- System Performance Measures (SPM)
- 2022 Renewal Evaluation
- Upcoming Meetings

CT BOS Group Agreements for Meetings

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) and people with lived experience face in some conversations

Introductions in Break-out Rooms - Groups of 4 people. Intro your name, role and purpose at the BOS SC meeting and favorite part of the holiday season.

Approve CT BOS Steering Committee October 2021 Meeting Minutes

CT BOS SC Meeting Minutes 10.15.21

Announcements

HUD Continuum of Care Competition - CT BOS Consolidated Application Submitted

Competition Summary

CT BOS applied for $49.8 million

- $44.9 million in renewal projects
- $2.2 million in regular bonus – 7 projects
- $1.4 million in DV bonus
- $1.25 million in CoC Planning funds
- 99 renewal projects
- 9 new projects

Reallocated:

◦ 2 PSH and 1 RRH

Link to Competition Summary: CT BOS CoC Competition Summary

CT BOS Semi-annual Meeting – 2/18/22

[Meeting link](#)

CT BOS Conflict of Interest

Individuals & organization reps who have, are seeking, or considering seeking funds under the endorsement of the CoC must:
- Disclose any conflict or appearance of conflict
- Complete either 1) a written attestation of having no current conflicts of interest that would prevent him/her from making decisions about CoC project funding and ranking; or 2) a written disclosure of any such conflicts of interest.
- Not vote on items that create a conflict/appearance of conflict
- Not participate in discussions/decisions concerning funding to the organization that the member represents
- Not lobby any other member of the CoC if such action would create a conflict

CT BOS Conflict of Interest Forms - due 1/14/22

CT BOS Conflict of Interest Form

Submit to: ctboscoc@gmail.com

Monitoring Selection Criteria

Selection factors to prioritize:

- Agencies with poor performance on a previous monitoring visit
- Larger grants and agencies with combined large awards
- Agencies that have not had CoC projects previously monitored by CT BOS or DMHAS
- Agencies that are new CT BOS CoC grant recipients or subrecipients

Link to Criteria: Monitoring Criteria

Monitoring Selection Criteria (2)

At Chairs' discretion these factors may be considered:

- History of poor performance on the annual renewal evaluation
- History of not maintaining full occupancy
- History of underspending
- Complaints filed by a consumer or other CoC stakeholders
- Concerns raised by the HUD Field Office
- Other evidence of non-compliance with HUD or CT BOS requirements

Agencies will not be selected for CoC monitoring during the same year they are having a DMHAS QI review or more than once by CT BOS and/or DMHAS during the same calendar year

COVID Waivers Expiring – 12/31/21

- Suitable dwelling size requirements for RRH
- Homeless status is retained for up to 120 days for people exiting an institution
- Rapid Rehousing - 24-month Rental Assistance restriction
- CoC projects that amend their grant agreement in response to COVID to move funds between budget line items may apply in the next CoC Competition based on the Budget Line Items before they were amended
- Units assisted under leasing may rent for more than the applicable FMR provided that the rent passes rent reasonableness test
- Disability determination can be based solely on staff-recorded observation of disability. Other documentation does not have to be provided within 45 days
- CoC Program funds may be used for up to 6 months of a program participant's utility arrears and up to 6 months of program participant's rent arrears
- Initial term of all leases may be one month.

VOTE - CT BOS Steering Committee Vote on 2022 Connecticut Point-in-Time Count and Housing Inventory Chart Methodology

Methodology Link
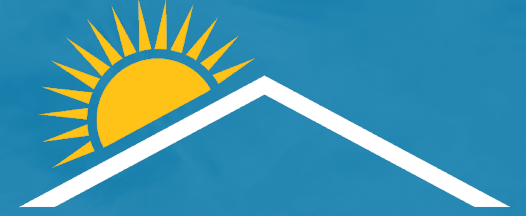
BOS System Performance Measures
FFY 2020 and FFY 2021

December 17, 2021

Presenter

Lindsey Boudreau

Interim Director of HMIS and Strategic Analysis

CT Coalition to End Homelessness

lboudreau@cceh.org

Agenda

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- System Performance Measures FFY21

Purpose of System Performance Measures

- Provides an overall assessment of the efficacy of the CT Homeless Response System
  - Accurate metric measures and outcomes are critical to this evaluation
  - Poor data quality and lack of improvement over time can endanger funding and NOFO eligibility

- The Annual Performance Review (APR) reports feed data to the SPM metrics
  - The APRs provides CoCs a way to measure improvements or opportunities and assess gaps in services at the organization and program levels

- Data entry is the starting point for all metric outcomes
  - The APRs are a tool that should be used regularly to assess the accuracy, completeness, and timeliness of data entry
  - They provide focus points for HMIS Data Coordinators in assessing the quality of the data they are responsible for

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Why Does This Matter?

Statewide data

Provider

CAN

CoC
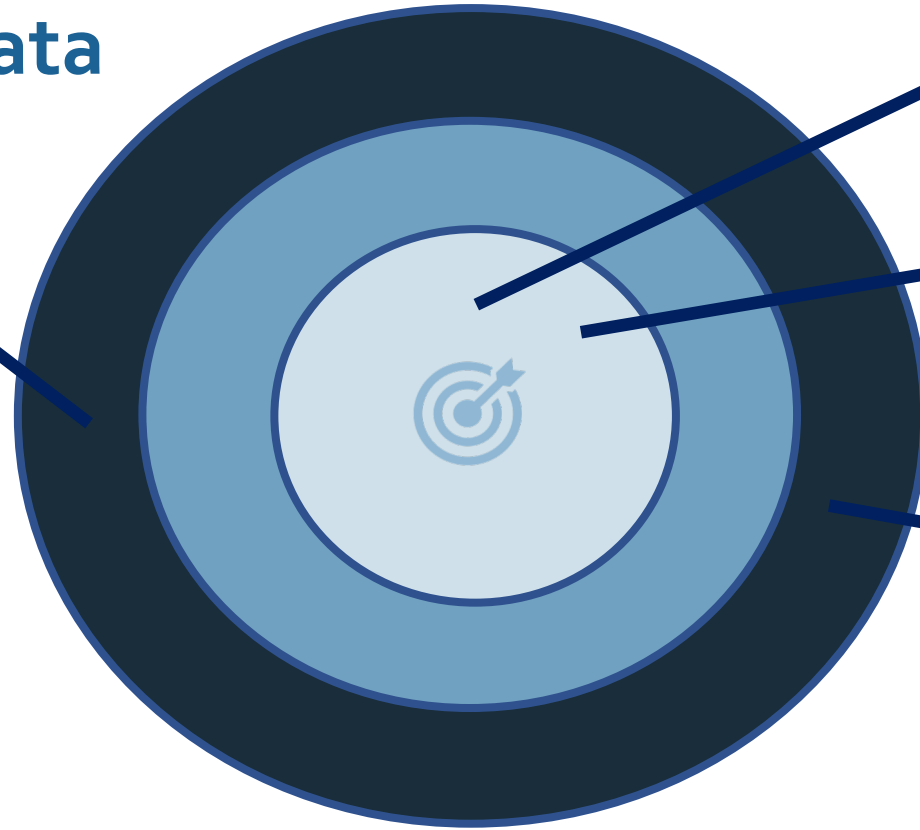
Federal Funding

# Measure 1a and 1b - Length of Time Homeless

Goal:

- **Reduce the length of time homeless**

Change:

- Increases for average and median days for ES, SH, TH
- When adding PH, there is also an increase in both the average and median days.

Actions:

- Look for any outliers or unrealistic values for the date homelessness first started
- Review longest stay lengths to be sure enrollments were closed out properly
- Check for overlapping enrollments
- Review Move-in Date for RRH and PSH programs for missing values
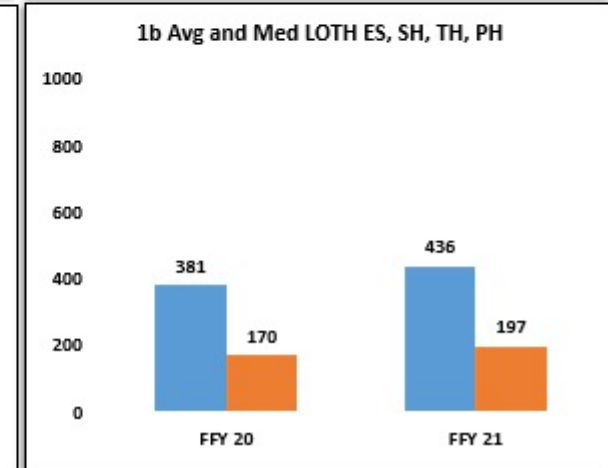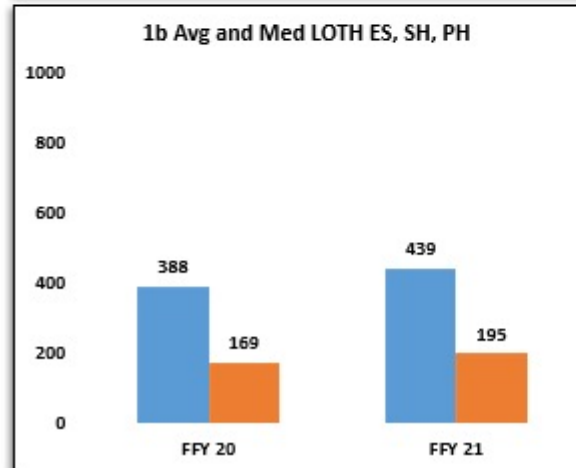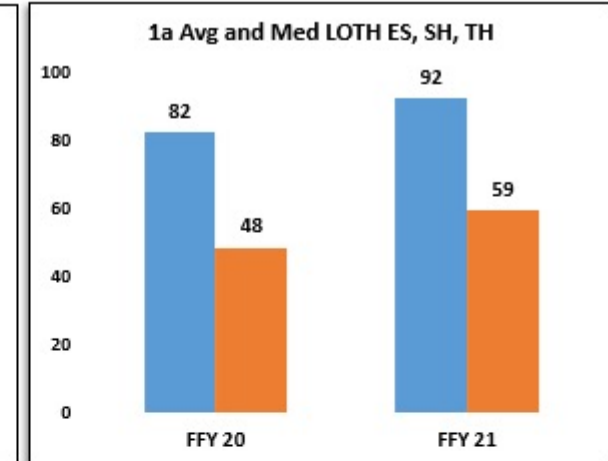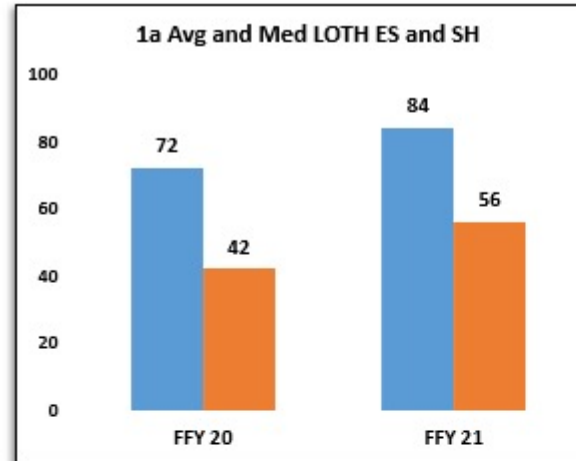
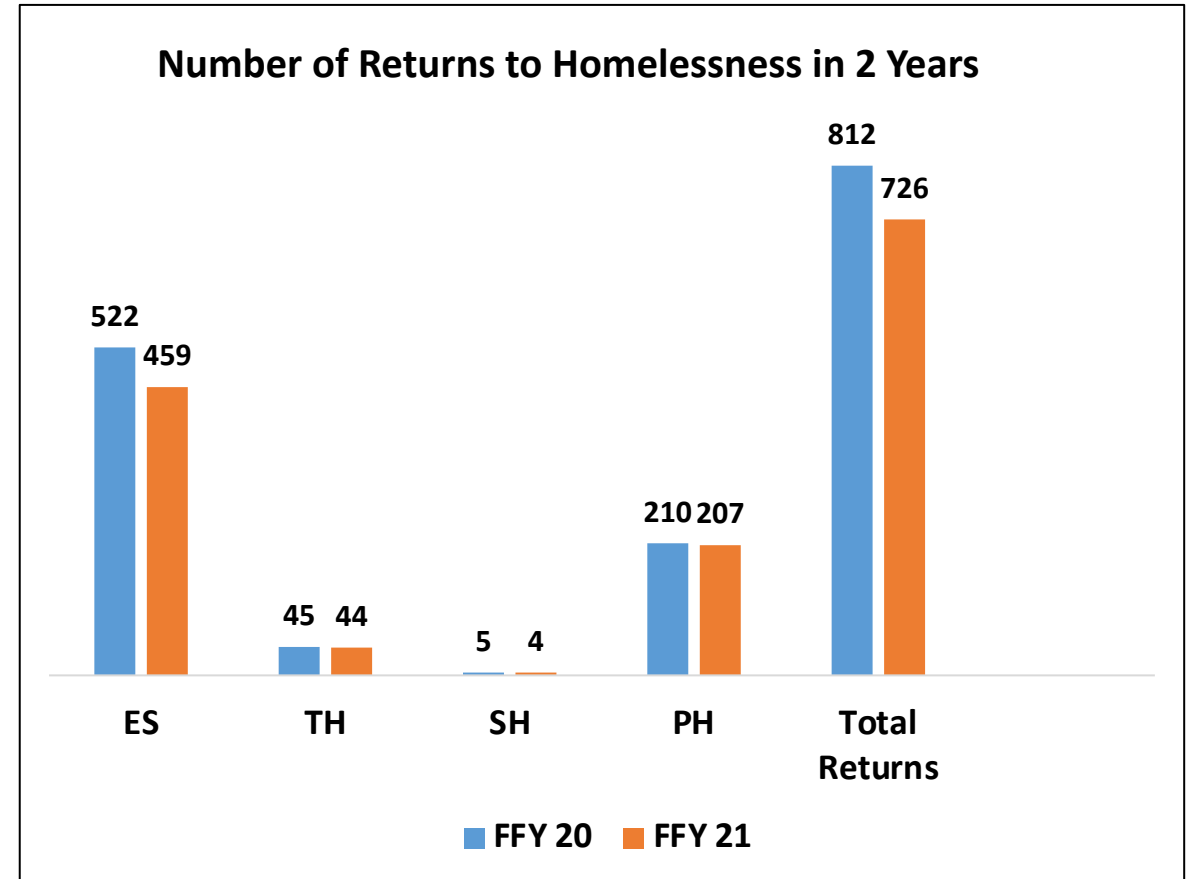# Measure 2 – Exits from Programs to PH with Returns to Homelessness in 2 Years

Goal:
- **Decrease the number of clients returning to homelessness from permanent settings**

Change:
- Decreases in returns to homelessness for all program types

Actions:
- Review clients who are returning to homelessness from ES and assess potential barriers to successful permanent placements
- Assess gaps in services that might contribute to a return to homelessness from a permanent setting
- Use the APR regularly to assure data has been entered accurately and enrollment/exit dates are correct

Number of Returns to Homelessness in 2 Years

Program	FFY 20	FFY 21
ES	522	459
TH	45	44
SH	5	4
PH	210	207
Total Returns	812	726

■ FFY 20 ■ FFY 21

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# Measure 3 – Number of Homeless Persons

Goal:
- **Decrease the number of people entering homelessness**

Changes:
- Decreases in enrollments to ES and TH, increase for SH programs

Action:
- Use the APR to monitor program enrollments to identify diversion or other strategies that help prevent entry into homeless programs
- Monitor by program type to assess the best use of available resources

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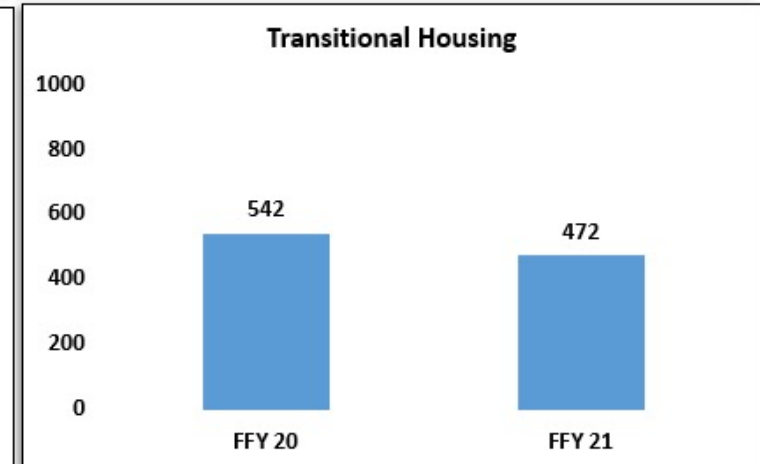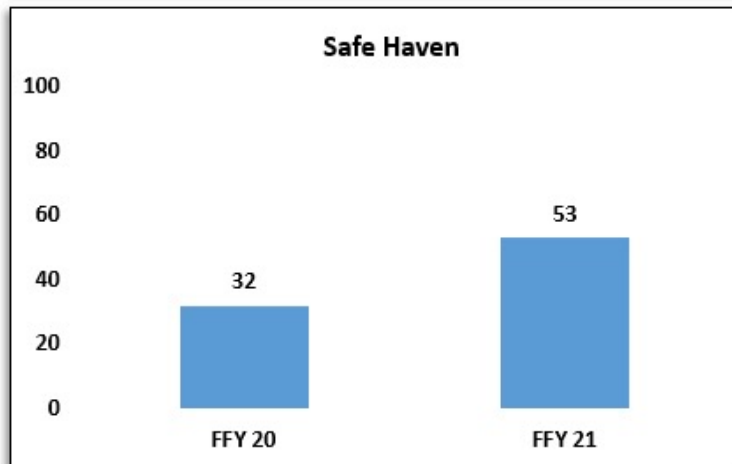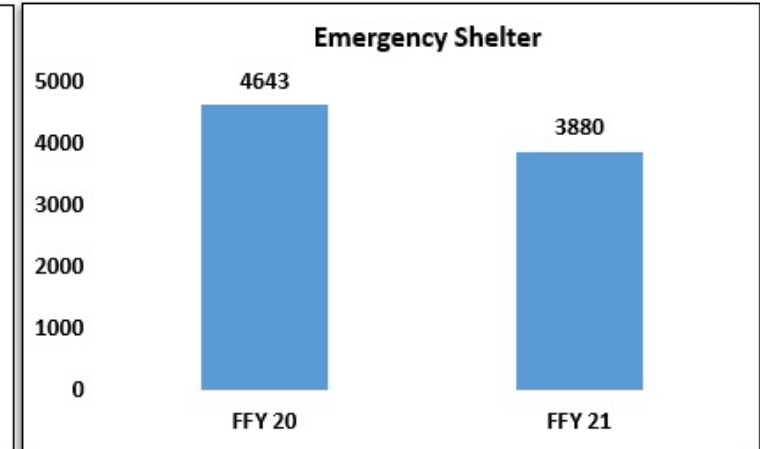
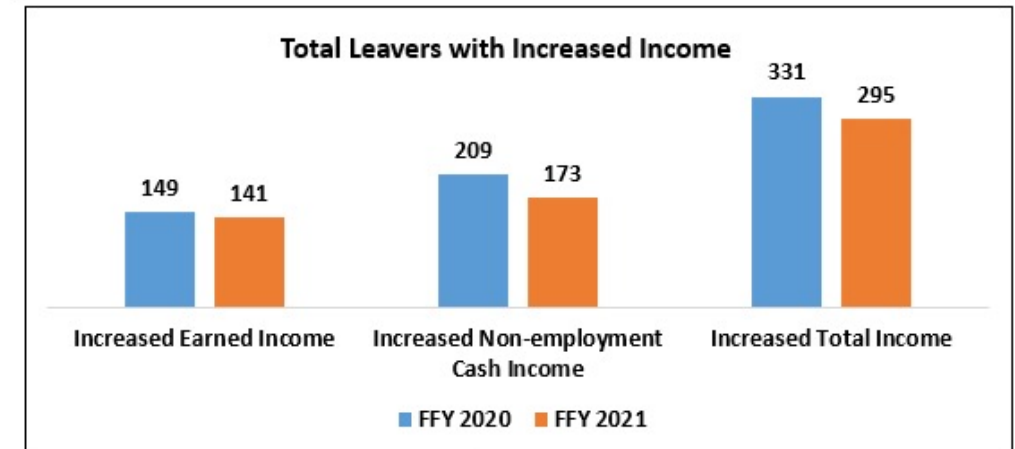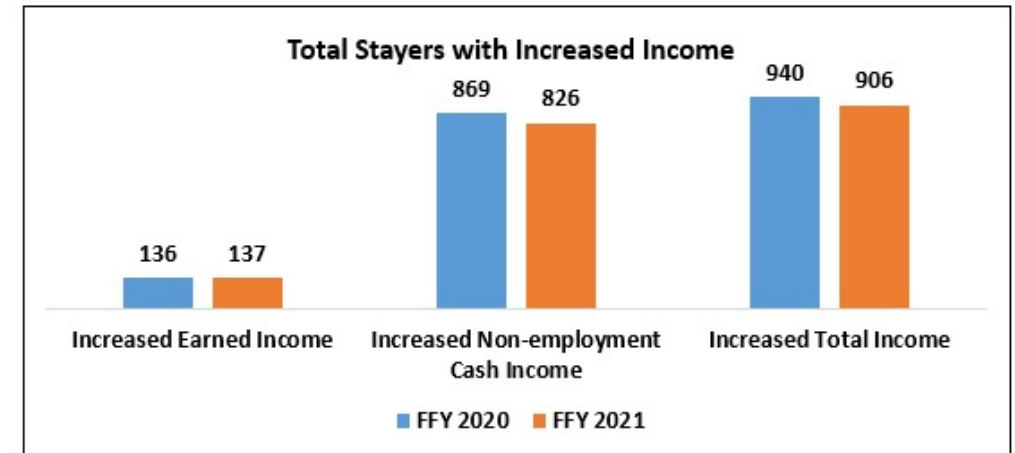# Measure 4 – Change in Income

Goal:
- **Increase client income during and when exiting program enrollments**

Change:
- **Stayers:** Decreased earned, non-employment, and total income
- **Leavers:** Decreased earned, non-employment, and total income
  - HUD looks at percentage change while SPM provides counts

Action:
- Review the APR for missing data or data errors for income amounts
- Confirm that income is being collected at each assessment
- Review programs to identify strategies or resources that might help to increase client income

Total Stayers with Increased Income

	FFY 2020	FFY 2021
Increased Earned Income	136	137
Increased Non-employment Cash Income	869	826
Increased Total Income	940	906

Total Leavers with Increased Income

	FFY 2020	FFY 2021
Increased Earned Income	149	141
Increased Non-employment Cash Income	209	173
Increased Total Income	331	295

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Measure 5.1 & 5.2 – Number of Persons Homeless for the First Time
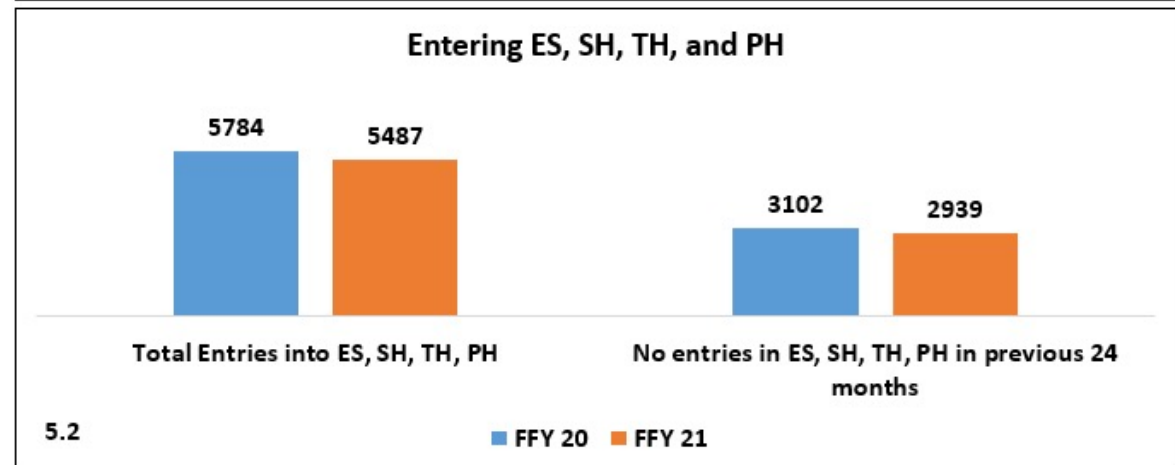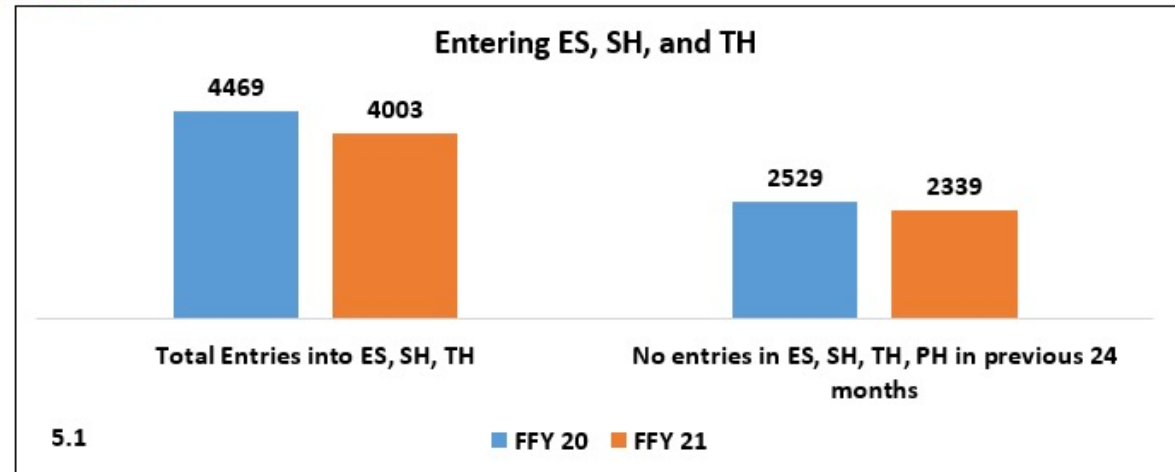
Goal:
- **Reduce the number of people in the community becoming homeless for the first time**

Change:
- Decreases in total clients and in first-time homeless persons entering ES, SH, TH, and PH programs

Action:
- Monitor increases in your programs' homeless populations and review those clients to identify specific barriers that could be addressed
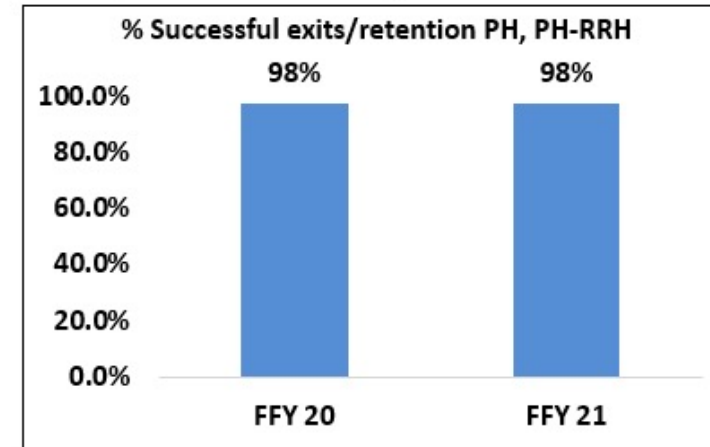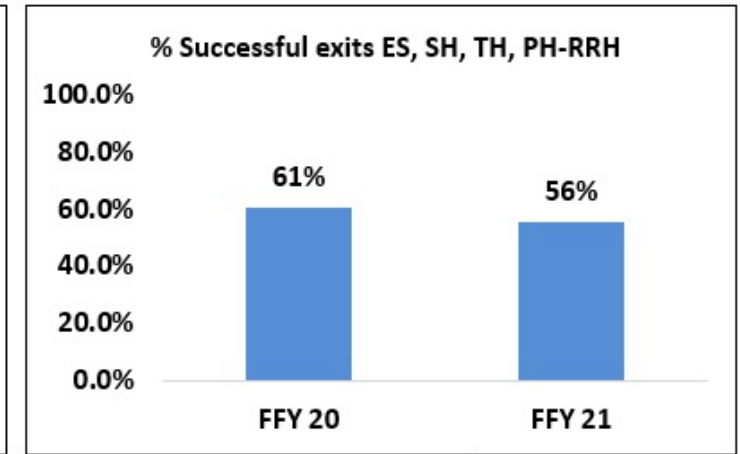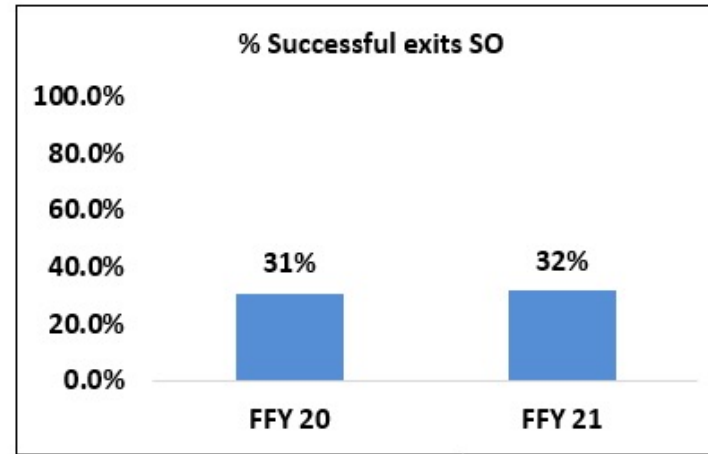
Measure 7 – Change in Exits to Permanent Housing Destinations

Goal
- **Increase exits to permanent housing for all program types**

Changes:
- Exits from SO were not applicable for FFY 2020
- Increase in percentage of exits from ES, SH, TH, RRH
- Stable percentage of exits from PH

Actions:
- Use the APR client detail 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

% Successful exits SO

	FFY 20	FFY 21
	31%	32%

% Successful exits ES, SH, TH, PH-RRH

	FFY 20	FFY 21
	61%	56%

% Successful exits/retention PH, PH-RRH

	FFY 20	FFY 21
	98%	98%

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Metric	Score	Actions to Take
1 Length of Time Homeless	🔴	Use the APR to review enrollments with long stay lengths, the Date Homelessness Started, overlapping enrollments, and missing Move-in Dates for RRH and PSH programs. All of these can skew the length of time homeless.
2 Returns to Homelessness	🟢	Review client previous residence to identify and address gaps in services for those returning from PH.
3.2 Annual Counts	🟢 🔴	Be aware of the inflow and outflow of all programs to implement intervention strategies.
4 Employment and Income Growth	🔴	Check income and employment entries for missing or incorrect data at entry, annual assessments, and exits.
5 Newly Homeless	🟢	Use the APR to be aware of increases in your community's populations as eviction moratoriums end.
7 Housing Placements	🟢	Use the APR to check enrollments with long stay lengths to assure clients housed have been exited; review missing exit destination entries for leavers.

SCORECARD

SPM/APR Data Clean-Up Effort

- HDCs are main POCs, but it's everyone's job to ensure quality data in HMIS
- Webinars to guide through 4 key data elements
  - Recordings available at https://cceh.org/provider-resources/webinars/
- Data clean up guides are available at: https://cceh.org/data-quality/
- CCEH will follow up on outstanding data errors

Questions?

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2022 CT BOS Renewal Evaluation

- REMINDER
  - Consumer Surveys and Agency Info Survey due 1/14/2022
  - Link to Renewal Evaluation docs:
  Renewal Evaluation Docs
  - Renewal Evaluation Webinar in February – date TBD

CT BOS Youth Renewal Evaluation Criteria Tiered Scoring

2022 Renewal Evaluation

- Providers will:
  - Have direct access to scored APR data in real time.
  - Be able to regularly check renewal evaluation score.
  - See how the score changes as updates are made to project's HMIS data.

Governance Charter Update Approved

Previous language: "The CoC Steering Committee is comprised of up to two consumers (homeless/formerly homeless persons"

Adopted language: "The CoC Steering Committee is comprised of at least two and up to six Community Representatives (i.e. persons with lived experience with homelessness)"

Upcoming Meetings

SC Meeting Schedule

- January 21, 2022; 11-12:30

- February 18, 2022; 11-12:30*

  *Semi-Annual Meeting

- March 18, 2022; 11-12:30

- April 22, 2022; 11-12:30

- May 20, 2022; 11-12:30

- June 17, 2022; 11-12:30

BOS Office Hours

- Next meeting TBD

Zoom Info for all 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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