Key:

* *Specific categories are listed in order of frequency with the category containing the most responses listed first. The total number of responses in each category is shown in parentheses next to each category.*
* *Within each category the most frequent responses are listed first. The number of people who agreed with or wrote a similar response is shown in parentheses next to each response.*
* *The most frequently cited priorities are underlined*
* *Activities that are not eligible planning grant expenses are indicated as “ineligible”.*

**QUESTION #1: To support statewide efforts to make homelessness rare, brief and one-time, what should CT BOS’s priorities be for the next 3 – 5 years?**

**SUPPORT FOR ADVANCING PARTICULAR PROGRAM MODELS (49)**

1. ***Ineligible:*** More funding for **Prevention** (legal, funds, case management) (21)
2. Increase efforts to **engage landlords** from a higher level; ***Ineligible:*** Funding for **landlord engagement** (Pre-inspected units, holding fees to prevent others from viewing, damages) (13)
3. Formalize **shared housing** in various supportive housing programs (9)
4. More **recorded webinars -** TIC, MI, Harm Reduction, cultural competency, etc. (2)
5. ***Ineligible:*** Outreach and resources for at-risk youth under 18 (2)
6. ***Ineligible:*** Continue to secure funds for services for RA grants that don’t have service dollars (1)
7. ***Ineligible:*** Allocate $ to create peer-run respite programs or programs for intake and RRH that are led by community/consumer peers (could give bonus points in new project application for peer run models) (1)

**HMIS (20)**

1. More **training** availability (4)
2. Better **reporting** for provider agencies to use for internal QA (4)
3. Improve HMIS **data entry process** to decrease time direct service staff are spending on data entry vs direct client service work (4)
4. HMIS improvements to the **infrastructure and database** - basic need that needs to be corrected ASAP (4)
5. HMIS - **Expand Caseworthy** to include the other options available in the system to start to build a comprehensive electronic record system for all agencies to use (3)
6. Minimize data scrubbing by enhancing multi-platform communication (i.e. HMIS/DMHAS/Electronic Client Records, etc.) (1)

**IMPROVEMENTS TO CROSS SYSTEM COLLABORATION (16)**

1. Direct connections to **Higher Levels of Care** (5)
2. Get all **PHAs** to have a homeless preference(4)
3. **Behavioral Health –** A good system to access treatments for mental health and substance use (3)
4. Activate **municipalities** to the work of ending homelessness (2)
5. Support to make **employment services** more accessible to PEH (e.g., consultant to help with establishing better partnerships with existing community services) (1)
6. Reduce **admin burdens and streamline programs rules across programs** to simplify and reduce staff burdens (1)

**IDENTIFYING NEW PROGRAM MODELS (9)**

1. Identifying creative solutions for the ‘**most difficult to serve’** amongst the homeless population (tiny village concepts, etc). (7)
2. Identify plans to serve **aging** population (2)

**ENGAGEMENT OF DIVERSE STAKEHOLDERS (9)**

1. ***Ineligible:*** More innovative and supportive programming for folks with lived experience with a pathway to employment (4)
2. Increase engagement of PWLEH (4)
3. Increase representation of BIPOC at senior level meetings (1)

**AFFORDABLE HOUSING (5)**

1. Building back/up Single Room Occupancies which can be a more affordable option, even if temporary (2)
2. Pushing advocacy efforts statewide to build political will to make housing more affordable in CT) - maybe explore rent controls in CT? (2)
3. ***Ineligible:*** Income disregards for rent subsidies which could open up more resources (1)

**OTHER (29)**

1. ***Ineligible:*** Increasing staff wages, retention bonuses (14)
2. ***Ineligible:*** Funding the front line/funds for direct services for PEH (9)
3. Centralize a database/list of organic rental options (2)
4. Clearer metrics to define how we will know that we have homelessness rare, brief and one-time; both through definitions, but also sharper data tracking (2)
5. How to get more traditional homeless services resources, but also how to be more efficient with existing resources. (1)
6. Bonus points on NOFA for programs that have higher levels of participants engaging in education and/or employment (1)

**MORE DETAIL WOULD BE HELPFUL (26)**

1. Supporting staff (13)
2. Providing support and TA to the Minors Pilot projects (3)
3. Training (3)
4. Database for under 18 (3)
5. Help to right-size and support the CANs (1)
6. Strengthen connections with existing community resources (1)
7. Housing compatibility tool formalized (1)

**QUESTION #2: How should we use CoC Planning Grant funds to advance those priorities?[[1]](#footnote-1)**

**TRAINING (12)**

1. **Recorded webinars** on direct service models (TIC, MI, Harm Reduction, PYD, cultural competency, CTI, remote case management). (7)
2. Training for **management** level staff (e.g. how to supervise staff working remotely (3)
3. Continue **RRH community of practice** meetings (1)
4. Recorded **HQS** webinar (with certification) (1)

**ENGAGEMENT OF DIVERSE STAKEHOLDERS (6)**

1. Continued **training/support to bring people with lived expertise to the center** and in the front of our work. Engage PWLE in zoom groups. Provide training to community representatives – additional or separate from CLIP (5)
2. Address the top-down leadership structure to make sure training and ideas are **pulling from direct-level or mid-level staff** so that they are a part of the larger solution we are building. Diversity of thought and direct feedback on weak spots in our system would build stronger workforce across the system (1)

**STRATEGIC ALLOCATION OF RESOURCES (3)**

1. Conduct a thorough, data driven **gaps analysis**: available resources to support the homeless service system, need by intervention (outreach, diversion, shelter, TLP, RRH, PSH and Subsidy Only), the gap between the two and how we can fill the gap by reallocating and/or “fundraising” (1)
2. Defining what our **strongest interventions** are to make homelessness rare, brief, and non-recurring, and prioritize investing in them. What’s effective and cost-effective? Use budget and system performance data. (1)
3. [LEAN Six Sigma](https://goleansixsigma.com/what-is-lean-six-sigma/) **analysis of demands on grantees/staff** to identify redundancies, etc that are resulting in staff burn out. (1)

**OTHER (1)**

1. Strategizing to make the system more flexible to allow a client to flow through the system. Continuum of housing without having to “fail” and transfer into an entirely different “more intensive” program. (1)

**MORE DETAIL WOULD BE HELPFUL (2)**

1. Database for under 18 (1)
2. System to get **PHAs** to have a homeless preference (1)
1. Excludes ineligible costs and things with no associated cost. [↑](#footnote-ref-1)