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

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
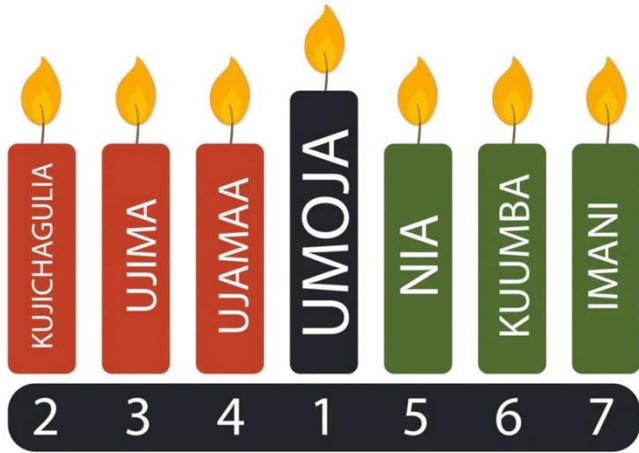- Honor the Conflicts of Interest Policy

Approve November Semi-Annual Meeting Minutes

November Semi-Annual Meeting Minutes

Announcements

Happy Holidays!

Reminder: Post Steering Committee Debrief

- 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 or call a team member any time!

Vote: CT BOS Steering Committee Co-Chairs

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

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

- **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

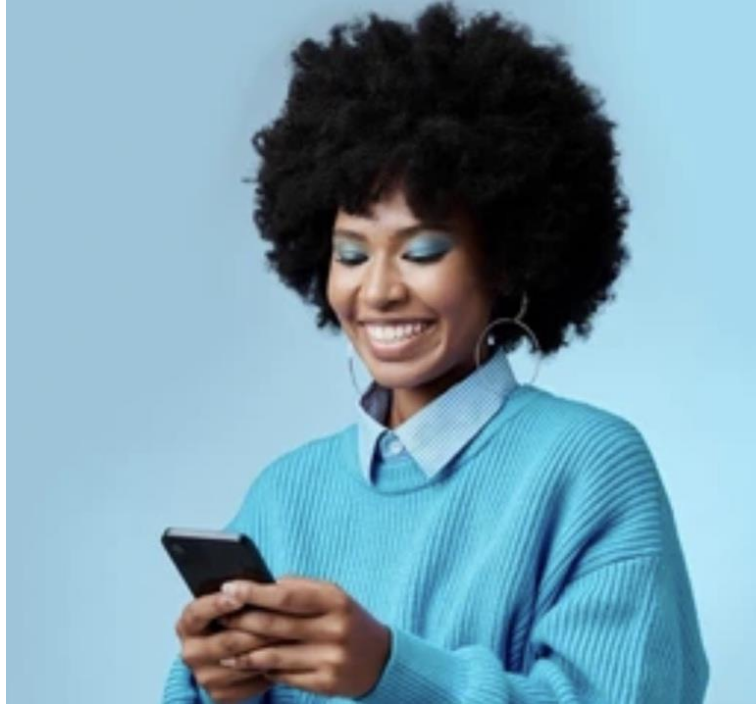- Renewal Evaluation Webinar: Slides & Recording
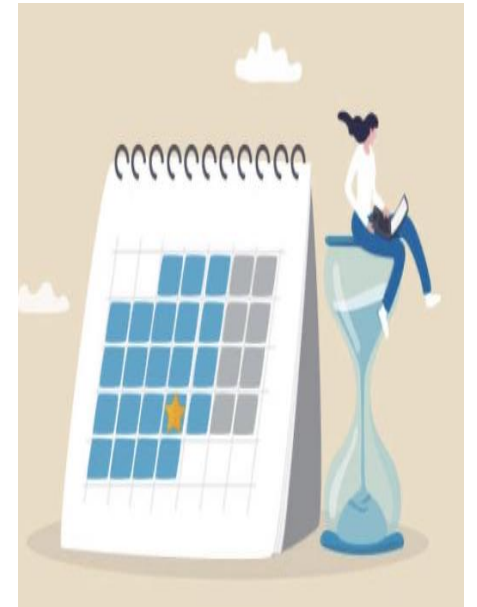
DOH & DMHAS Request for Proposals (RFP) for Housing & Homeless Services Training & Program Monitoring

- 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!

[Link to Sign-up](#)

Vote – Steering Committee Membership

ADD A PUBLIC HEALTH REPRESENTATIVE TO THE STEERING COMMITTEE?

Proposed Governance Charter Change

2025 Competition - New HUD CoC Project Applications

- 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

- 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)

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 Unit**s for <u>Dedicated PLUS </u>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

- 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

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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**

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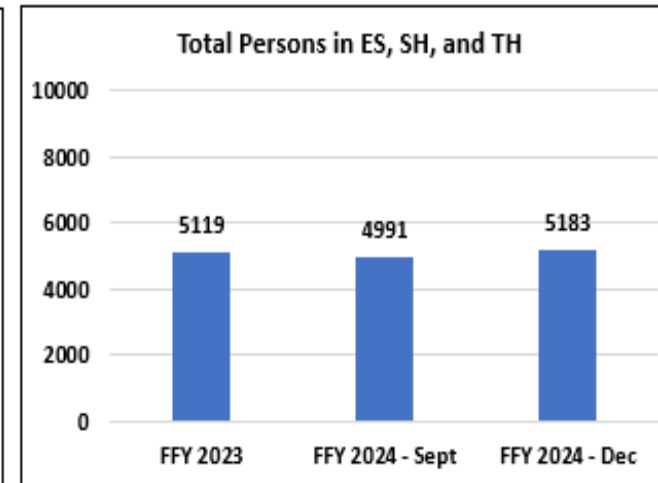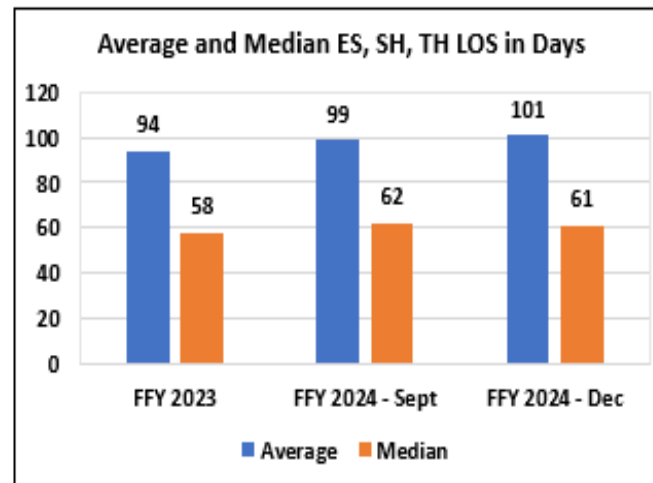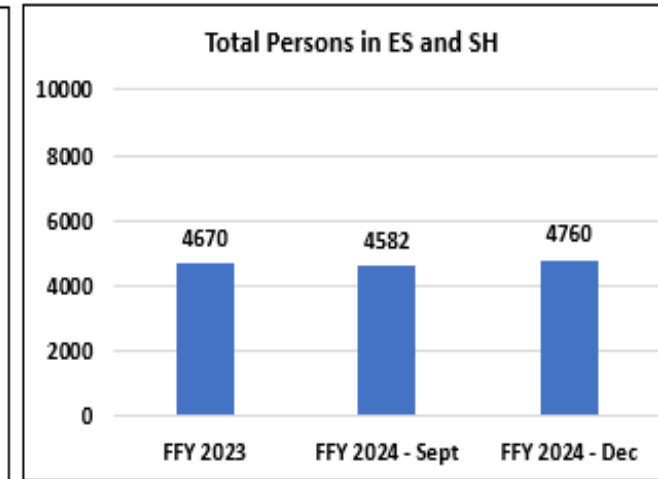CONSULTING

EVERYONE HAS A ROLE IN MAINTAINING DATA ACCURACY
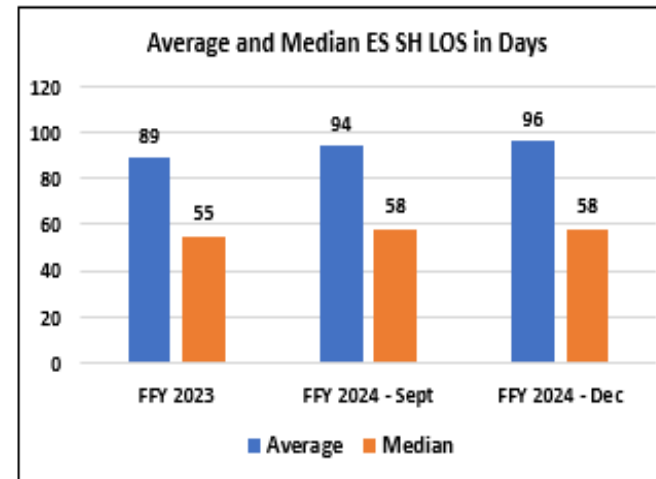
- **End Users**: Ensure data accuracy at the point of entry
- **HDCs**: Validate, review, and monitor data integrity
  - Ensure proper training and process flow for their team
  - Ongoing regular data review is crucial to maintaining data quality
- **CAN Leads**: Oversee data quality and assists HDCs
- **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

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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**

Technology Services & Solutions That Work

- **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**

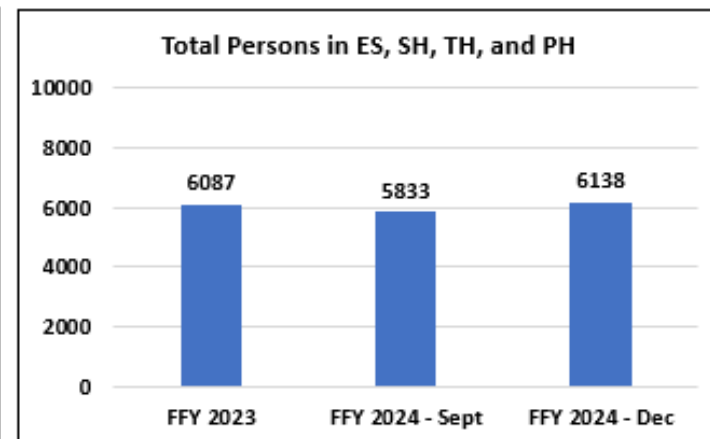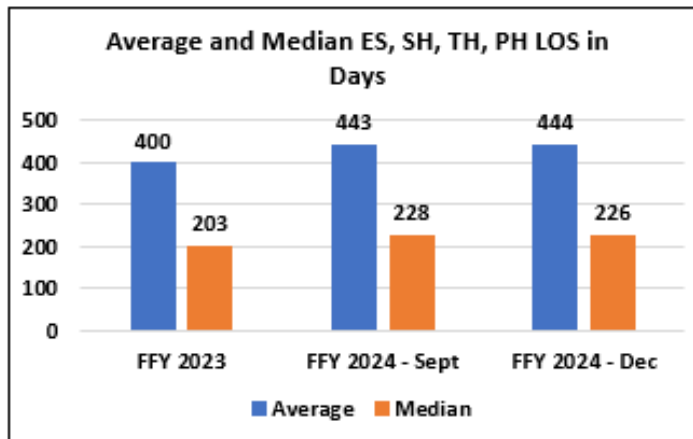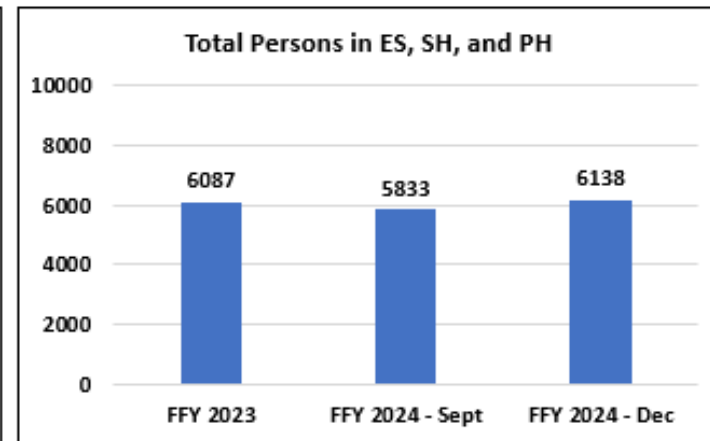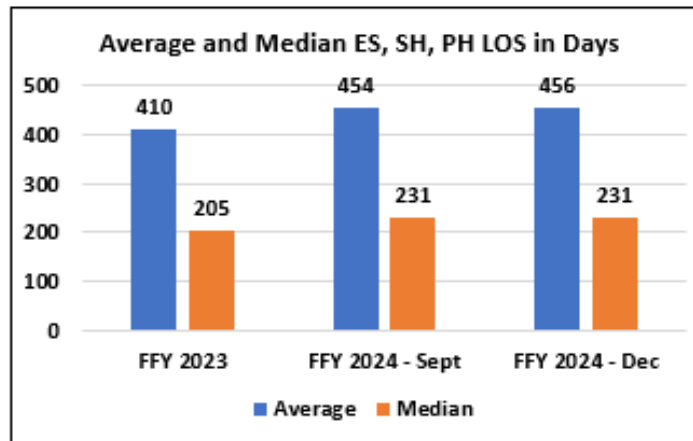Technology Services & Solutions That Work

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

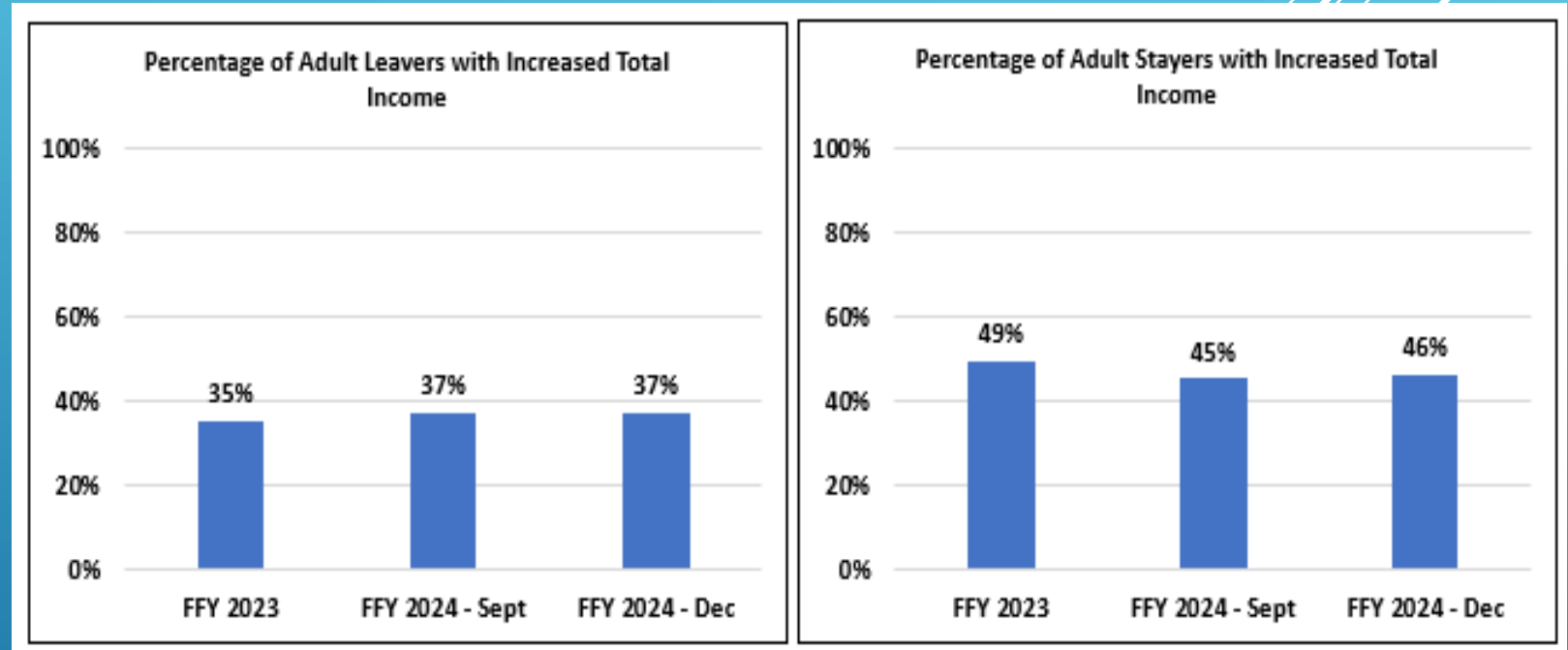- Ensure proper training so that users look for prior PH exits when enrolling clients
  - Ask what happened to the PH housing
- Evaluate programs that have clients returning to the system
  - Are there any trends or common factors between returning clients
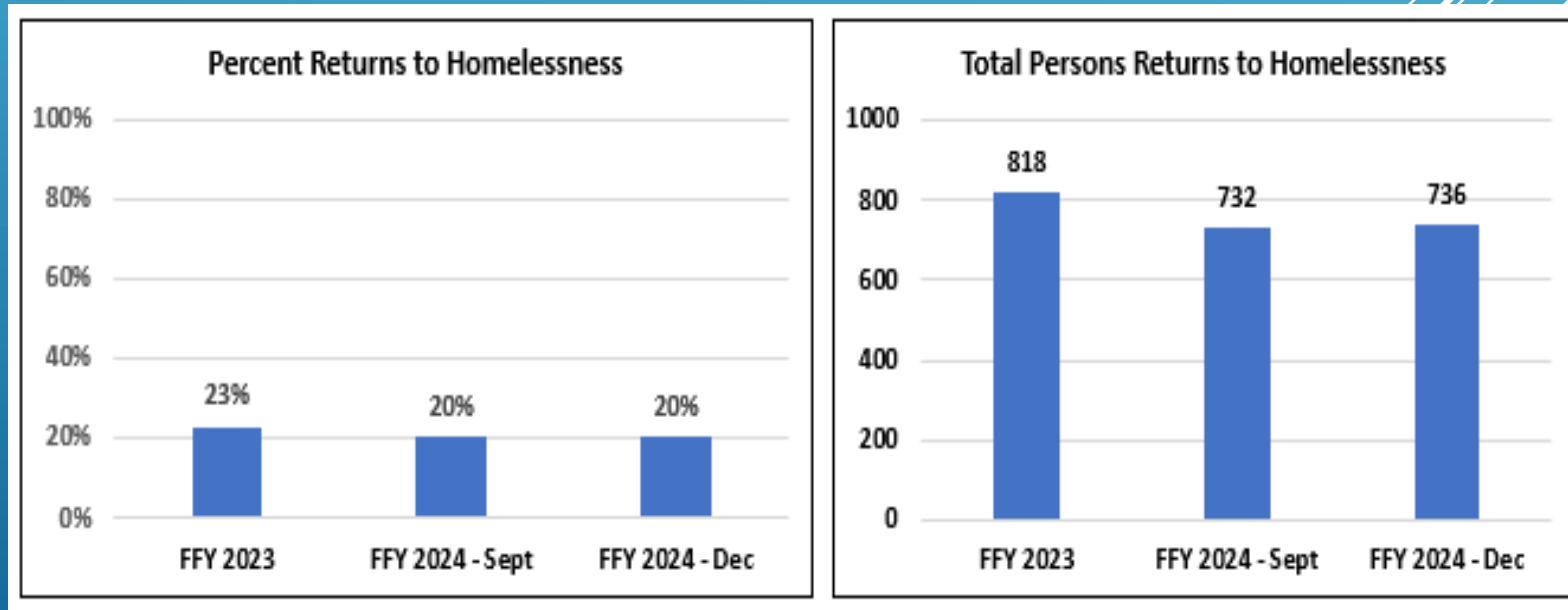
METRIC 4 CLIENTS WITH INCREASED TOTAL INCOME

- **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 of there is no income**

Percentage of Adult Leavers with Increased Total Income

	FFY 2023	FFY 2024 - Sept	FFY 2024 - Dec
	35%	37%	37%

Percentage of Adult Stayers with Increased Total Income

	FFY 2023	FFY 2024 - Sept	FFY 2024 - Dec
	49%	45%	46%

Technology Services & Solutions That Work

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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**
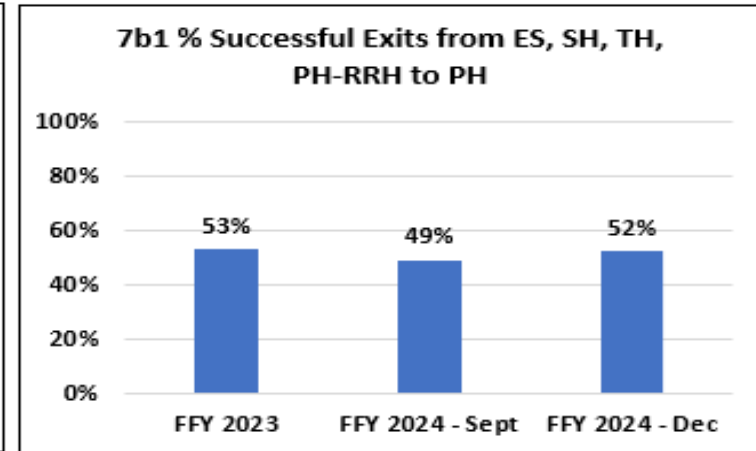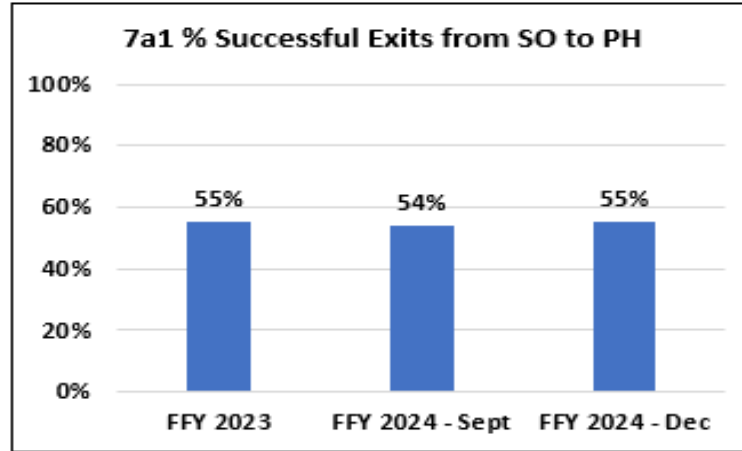
DATA CLEANUP EFFORTS

- 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**

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QUESTIONS?

Discussions

- 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?
  o Please share suggestions in the chat or email to
    ctboscoc@gmail.com

Reminders: To join a group, accept the invitation. Any issues, return to the main session for assistance.
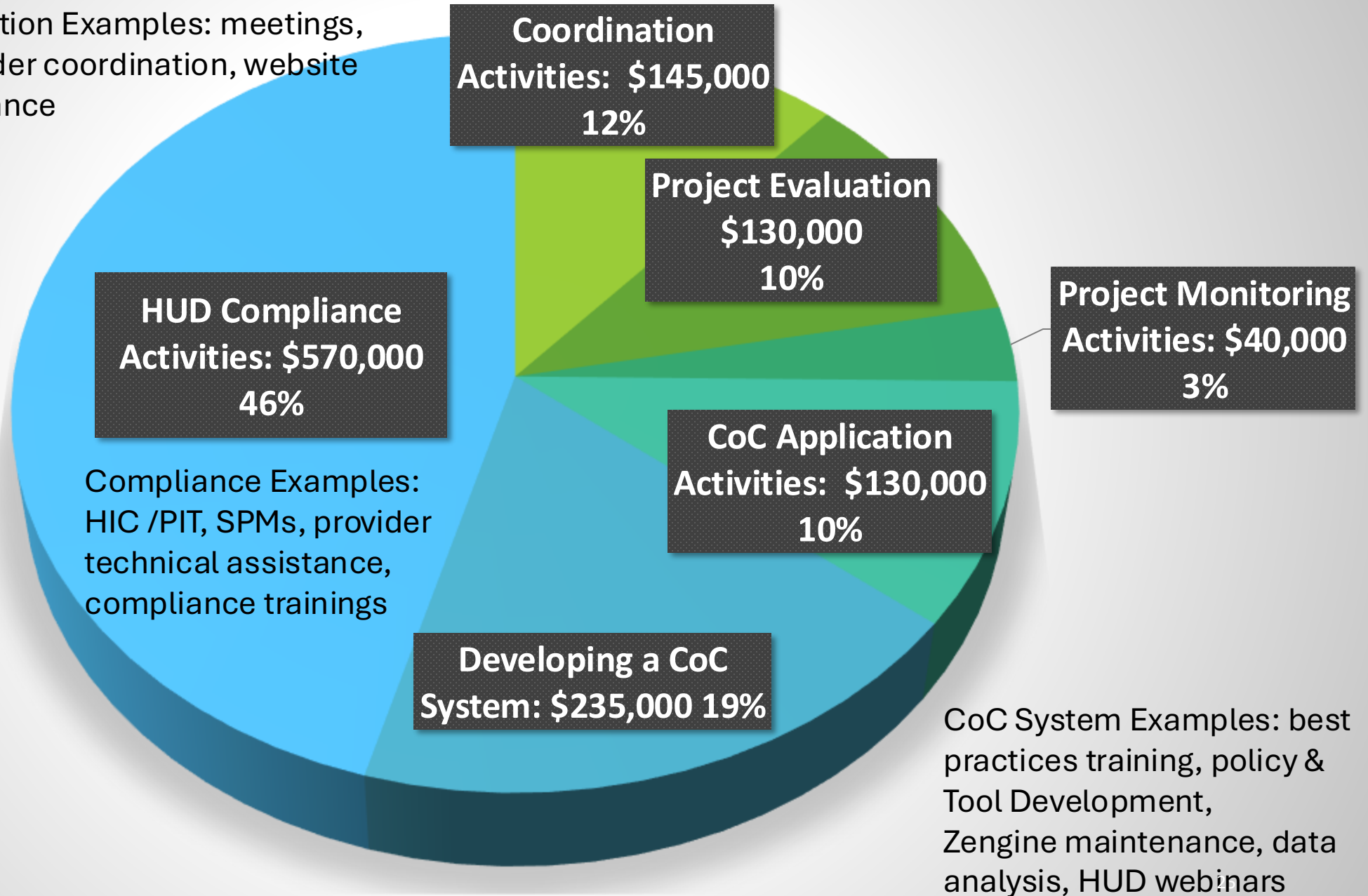
Proposed Changes – YHDP RRH Standards

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

Coordination Activities: $145,000 12%

Project Evaluation $130,000 10%

Project Monitoring Activities: $40,000 3%

HUD Compliance Activities: $570,000 46%

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

CoC Application Activities: $130,000 10%

Developing a CoC System: $235,000 19%

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

Partner Announcements

Other Business?

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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