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

February 16, 2024

Agenda

- Welcome and Chairs Introductions
- Group Agreements for meetings
- Adopt January Steering Committee Meeting Minutes
- Announcements
- Notice of Funding Opportunity (NOFO) Awards
- CT CAN End Homelessness Update
- Vote on Proposed By-laws Change - CT CAN End Homelessness Rep to Steering Committee
- SPM & HMIS Steering Committee Updates
- Break-out Discussions
- Discussion on CT BOS Grievance Policy Changes
- Renewal Evaluation Updates
- Partner Announcements & Other Business

CT BOS Group Agreements for Meetings

Developed by Consumer Leadership Involvement Project (CLIP) Consultants.

- 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

- 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 January 2024 Steering Committee Meeting Minutes

CT BOS January 2024 SC Minutes

Announcements

Welcome New Steering Committee Members

- Jane Ryan
  Youth Community Representative

- Theresa Miles
  Community Representative

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!

Call for Steering Committee Chair Nominations

- CT BOS SC has 4 Co-Chairs
- Current Chairs represent: CT DOH, CT DMHAS and Advancing CT Together (ACT)
- Chairs' roles and responsibilities in linked document below
- One position recently vacant so position open to serve thru December 2025
  - Diversity sought
    - For example: PWLEH; BIPOC; LGBTQ+; People with disabilities, all gender identities, or from minority religious groups or native speakers of languages other than English

Please send nominations by 3/8/24 to: ctboscoc@gmail.com

Link to Description of Co-Chairs' Responsibilities

Webinar: Introduction to CT BOS 2/29/24 – 10-11:30 a.m.

For new Steering Committee members or anyone who wants a refresher on:

CoC Responsibilities, Overview of the Homeless Response System, Key Partners, CT BOS Governance

Join Zoom Meeting:

Zoom Link

Meeting ID: 828 6189 9566

Passcode: 271400

Call-in: 646-876-9923

Webinar: Violence Against Women Act (VAWA) Requirements for CoC Projects - 3/7/24 - 10am-12pm

- VAWA Overview
- Who is eligible for protections?
- Responsibilities of CoC Providers
- Documentation Requirements
- Prohibition on Retaliation
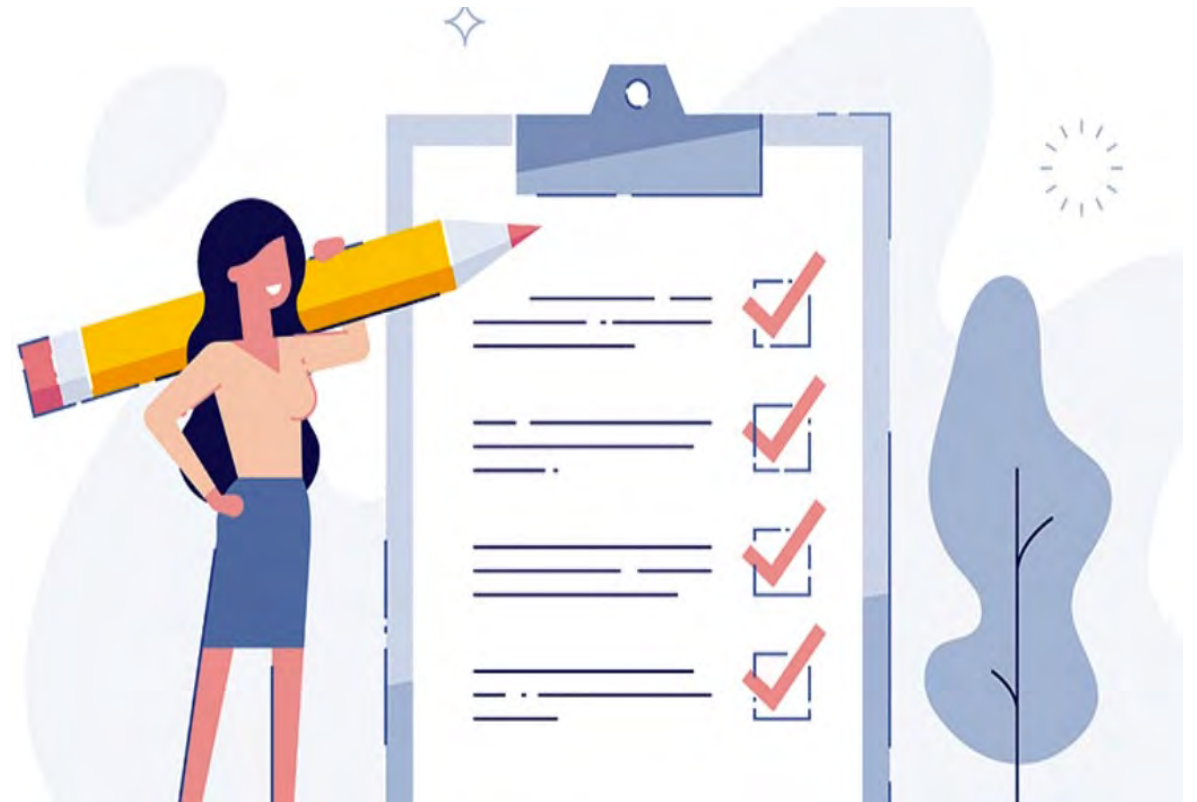- Right to Report
- VAWA Eligible Activities

Join Zoom Meeting
Link to Zoom Meeting
Meeting ID: 828 0549 8935
Passcode: 369657
+16469313860

2024 New Project RFP for HUD CoC Funds

- Release – week of 2/19/2023
- Bidders' Conference – 3/1/24 (10-11am)
- Due Date – mid to late March

Bidders' Conference: 3/1/24 10-11am

Zoom Meeting Link

Meeting ID: 814 7197 9774

Passcode: 682221

Call-in: +1 646 876 9923

To receive BOS e-mails with info on new project RFP and more: Link to Sign up for BOS E-mails

HOTMA (Housing Opportunities Through Modernization Act) Update

- HOTMA (passed in 2016) aims to align HUD rules across programs, including:
  - definitions and rules for income determination, asset limitations and rent calculations
- HUD has not provided training and guidance on HOTMA implementation for CoC programs
- **Implementation deadline has been extended to 1/1/2025**
- CoC projects should continue to follow the existing income determination and rent calculations requirements
  - See PSH and RRH Operations Guides for details
- Stay tuned for more information!

HUD CoC NOFO Awards

- Total award amount; $58,800,238
- All Renewal Projects funded
  - Renewals increase of $4,817,661 in operating, leasing, & rental assistance (based on FMR)
- Three new projects awarded:
  - CoC Bonus:
    - New Reach New Haven PSH - $692,490
    - Mercy Homeless to Housing RRH - $230,540
  - DV Bonus: CT0338 CCADV RRH Expansion - $1,321,705
- Awaiting CoC application score
- HUD CoC Awards for CT

CT CAN END HOMELESSNESS

Updates by Bobbi Riddick - CCEH
briddick@cceh.org

Discussion of Street Outreach Performance Measures – 2/27/24
- Outreach meetings 4th Tuesday of the month 3-4pm via zoom
- Link to Zoom Meeting
- Meeting ID: 898 7425 9276
- Passcode: 629862
- Call-in: +1 646 931 3860

Vote on Proposed By-laws Change - Add CT CAN End Homelessness Rep to the Steering Committee

- Reaching Home Campaign had a representative in the past
- CT CAN End Homelessness rep could share information between BOS and the campaign
- All can vote
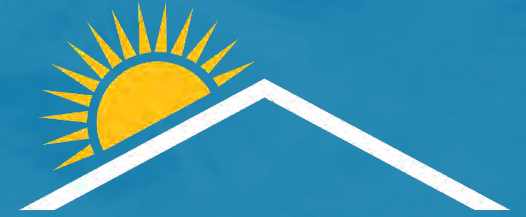
SYSTEM PERFORMANCE MEASURES (SPM)
FFY 2022-2023

HMIS STEERING COMMITTEE UPDATES

ROSE KELLY

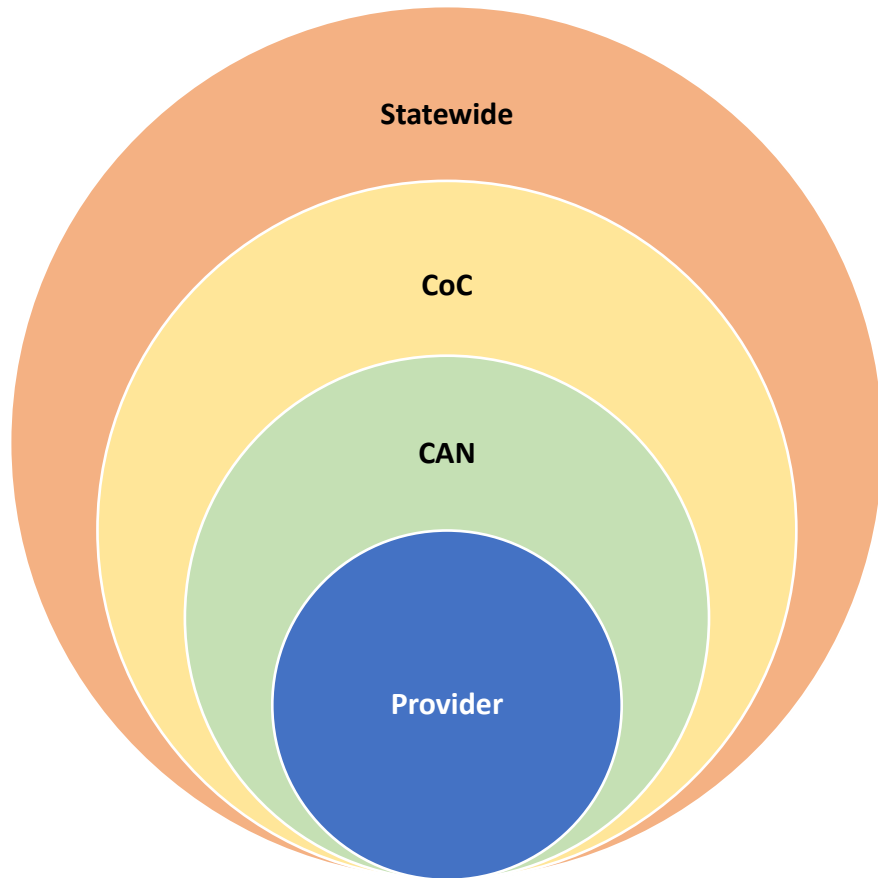## INTERIM DIRECTOR HMIS AND STRATEGIC ANALYSIS, PROJECT MANAGER/BUSINESS ANALYST

RKELLY@CCEH.ORG

FEBRUARY 16, 2024

AGENDA

- REVIEW SPM METRICS FFY 2022 AND 2023

- IMPORTANCE OF DATA QUALITY FOR SPM METRICS
  - Data Cleanup Tips

- RESOURCES AND INFORMATION

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END HOMELESSNESS

PURPOSE OF SPM METRICS

Statewide

CoC

CAN

Provider

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.

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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

- New feature
- 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](#)

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METRIC 1A - LENGTH OF STAY (LOS)

- Reduce the average and median LOS in days

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

1a ES, SH	Total Clients	Average	Median
FFY2022	4451	83	57
FFY2023	4671	89	55

- Enrollments counts and Average LOS have increased.
- Median Length of Stay has decreased.

1a ES, SH, TH	Total Clients	Average	Median
FFY2022	4822	89	59
FFY2023	5117	95	58

- Enrollments counts and Average LOS have increased.
- Median Length of Stay has decreased.

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METRIC 1B – LENGTH OF STAY (LOS)

- Reduce the average and median LOS in days

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

1b ES, SH, PH	Total Clients	Average	Median
FFY2022	5613	426	200
FFY2023	5712	410	205

1b ES, SH, PH, TH	Total Clients	Average	Median
FFY2022	5913	420	200
FFY2023	6083	400	203

- Enrollments counts and Median LOS have increased.
- Average Length of Stay has decreased.

- Enrollments counts and Median LOS have increased.
- Average Length of Stay has decreased.

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

- Decrease the number and percent of clients returning to homelessness from permanent settings

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

2a Returns to Homelessnes	SO	ES	TH	SH	PH
FFY2022	26%	24%	14%	25%	14%
FFY2023	26%	33%	19%	60%	18%

- Most program types have increases in the percentage of clients returning to the system.
  - The SH increase is being reviewed, however, low count of clients in SH programs can exaggerate percentage changes.
- The largest increases are in SH (60%), ES (33%).
- The metric 2a values are being reviewed for accuracy due to the significant drop in number of exits.

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METRIC 3 – NUMBER OF HOMELESS PERSONS

- Decrease the number of people entering homelessness

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

Total Homeless Persons	ES	SH	TH	Total
FFY2022	4577	50	455	5082
FFY2023	5082	61	528	5558

- Total enrollments have increased for all program types.

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

- Increase the percentage of clients with increased income 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

Year	% Stayers	% Leavers
FFY2022	47%	34%
FFY2023	49%	35%

- Percentage of Stayers and Leavers with increased total income have both increased.

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

- Try to reduce the total clients entering our system for the first time

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

Year	5.1 ES, SH, TH	5.2 ES, SH, TH, PH
FFY2022	2610	3204
FFY2023	3015	3629

- Total enrollments have increased for both metrics.

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

- Increase the exits to permanent housing for 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

Year	7a1 SO	7b1 ES, SH, TH, PH -RRH	7b2 PH
FFY2022	57%	55%	98%
FFY2023	39%	29%	95%

- % Successful exits have decreased for all program types.
  - The metric 7 values are being reviewed for accuracy due to the noticeable drop in % of exits.

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SPM DATA CLEAN UP SUMMARY

- The Data team worked with SPM client detail to identify outliers for Metrics 1a and 1b LOS and Metric 4 missing income values.

- Providers were outreached directly and provided data clean up resources for guidance on evaluating the outliers.
  - Providers were directed to the Nutmeg helpdesk for technical assistance in assessing and updating the data.
  - Providers are confirming which outlier values were valid and which have been corrected.

- Clean-up is expected to be completed by the end of February.

CCEH DATA CLEAN UP RESOURCES – STEP-BY-STEP GUIDES

https://www.cceh.org/data-quality/
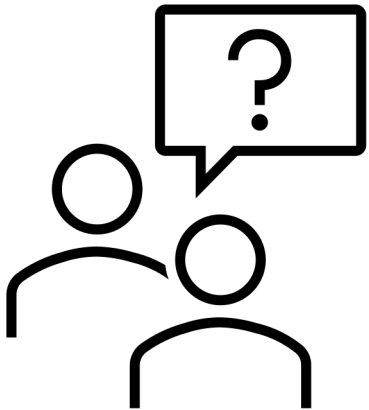
Date Homelessness Started Clean Up Guide

Emergency Shelter Length of Stay Clean Up Guide

PSH RRH Move in Date Clean Up Guide

TH SH Length of Stay Clean Up Guide

Missing Exit Destination Clean Up Guide

RESOURCES AND SUPPORT

Nutmeg Technical Support

help@nutmegit.com

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

CT HMIS - End User - HMIS Training Registration Instructions

CCEH

data@cceh.org

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

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HMIS STEERING COMMITTEE UPDATES – TOPICS REVIEWED DURING 2023

- Nutmeg provided ongoing updates during the development of the Learning Management System (LMS) which was implemented to increase availability of trainings and to target specific training needs.

- Nutmeg provided ongoing updates on development of an Outreach Application being developed to assist Street Outreach users with data collection and entry.

- Requested changes to HMIS was updated from the Release Bin to an improved Enhancement Request process to provide transparency of details for items requested, in development, and outcomes.
  - Nutmeg has created an online Submission Form and Dashboard available to all users.

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HMIS STEERING COMMITTEE UPDATES – TOPICS REVIEWED DURING 2023

- Data retention and purging policies were discussed but not referred for further review at the time due to wide variation in retention policies and time spans across agencies and program data.

- Addition of PSH programs to the Acuity Index to balance case loads was referred to DOH and Nutmeg to review appropriateness for inclusion, costs, benefits, and potential implementation.

- End user data entry instructions and cautions for adding clients who decline to sign an ROI as 'anonymous' was referred to Nutmeg, CCEH, and DOH.
  - Documentation is on CTHMIS and available to all users.

- Security requirements for storing HMIS data in various applications outside of HMIS were referred to the HMIS and Data Leadership Committee.

Break-out Rooms

- Introduce yourself, your role, and say how long you have been attending CT BOS Steering Committee meetings

- Discussion Question for today:

  What do you want to know from the Homeless Management Information System (HMIS) that you don't know now?

Reminders: To join a group, accept the invitation. Any issues, return to the main session for assistance.

Grievance Policy Changes
Discussion today; Vote in March (non-conflicted voters only)

Grievance Committee proposes the following addition to the Grievance Policy:

◦ *Grievance Policy for Providers and Steering Committee Members - Limitations on Grievances*

Proposed Addition to Policy:

- "The Grievance Committee will not consider Grievances from projects that could not meet certain performance benchmarks (e.g., occupancy or spending) because of an insufficient number of people experiencing homelessness who are eligible for the project.

- Such projects are encouraged to seek referrals from another CT BOS CAN or work with their CAN and HUD field office to alter target pop and/or reduce size of project."

- CT BOS Proposed Grievance Policy Addition

2024 Renewal Evaluation Updates

Score Change Requests:

- **Due Date TBD**

- Currently there are issues preventing submission of change requests and impacting scoring for some projects

- Once issues are resolved, the "Change Request" feature in RED will be enabled.

- Deadline for Change Requests **TBD**

  - Providers will have 2 weeks from notification that your results are ready for review.

  - Keep your contacts current!

2024 Renewal Evaluation Updates (2)

Reminder: KEEP ZENGINE CONTACTS CURRENT

- Important so we can contact the right person as needed

- No penalties applied in 2024 for not updating contacts

- Confirm contact info in Zengine **quarterly**.

  - **Even if there are no changes**, review and hit submit quarterly in Zengine.

  - May be scored in the future.

Partner
Announcements

Other Business?

Upcoming BOS SC Meetings

- March 15, 2024; 11-12:30
- April 19, 2024; 11-12:30
- **May 17, 2024; 11-1:00 – SEMI-ANNUAL MTG**
- 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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