

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

July 21, 2023



# Agenda

- Welcome and Chairs Introductions
- Group Agreements for BOS Meetings
- Adopt June Steering Committee Meeting Minutes
- Announcements
- Mobile Medication for Addiction Treatment (MAT) Presentation
- Conflict of Interest Policy and Annual Disclosure Form
- Continuum of Care (CoC) Competition Updates and Proposed 2023 Ranking Policy
- Proposed Updates to the Code of Conduct - Vote
- 211 Presentation
- Partner Announcements
- Other Business



# CT BOS Group Agreements for Meetings

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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

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- 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:
  - Lauren Pareti
  - Liz Isaacs

# Approve CT BOS June 2023 Steering Committee Meeting Minutes

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BOS July Steering Committee Meeting Minutes

# Announcements





August Steering  
Committee Meeting is  
8/11 from 11 – 12:30 pm

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[Link to Zoom Meeting](#)

Meeting ID: 956 4487 8479

Passcode: 414595

Call-in: 646-876-9923



# CT BOS Equal Access Training – 8/8/23 from 10-12pm

*Note New Date*

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## Training will cover:

- CT BOS LGBTQIA+ Policy
- HUD's Equal Access Rules
- Sample agency level Anti-Discrimination Policy
- CT CAN policy on separating families

**Equal Access Training:** 7/18/23 1-3pm

Join Zoom Meeting:

[Zoom Link](#)

Meeting ID: 823 0737 1561

Passcode: 860300

Call-in: 646-931-3860

[CT BOS LGBTQIA Policy](#) & [Sample Provide Anti-Discrimination Policy](#)







Connecticut Coalition to End Homelessness  
and  
The CT CAN End Homelessness  
HMIS Data and Leadership Committee  
are hosting

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## HMIS IN CT: VISIONING SESSION

HMIS in CT Visioning Session  
Virtual Meeting  
7/26 - 10-11:30am

[Meeting Registration Link](#)

Join CT Department of Housing, CT Department of Mental Health and Addiction Services, CCEH and Nutmeg Staff for a discussion on your vision for HMIS and how it can work more effectively for the people we serve and for our system



## CaseWorthy Client Portal Demonstration Friday, 7/28/2023 from 11:00-12:00

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### [Zoom Link](#)

Meeting ID: 895 4163 8006

Passcode: 217984

646-876-9923

Some features of the client portal include:

- Clients can upload documents from a phone.
- Clients can correct certain information.
- Clients can view referral status.
- Clients can sign forms.
- Clients can access their data.
- Automated text/email reminders for appointments.

# Introductions - BOS Steering Committee Community Representatives!

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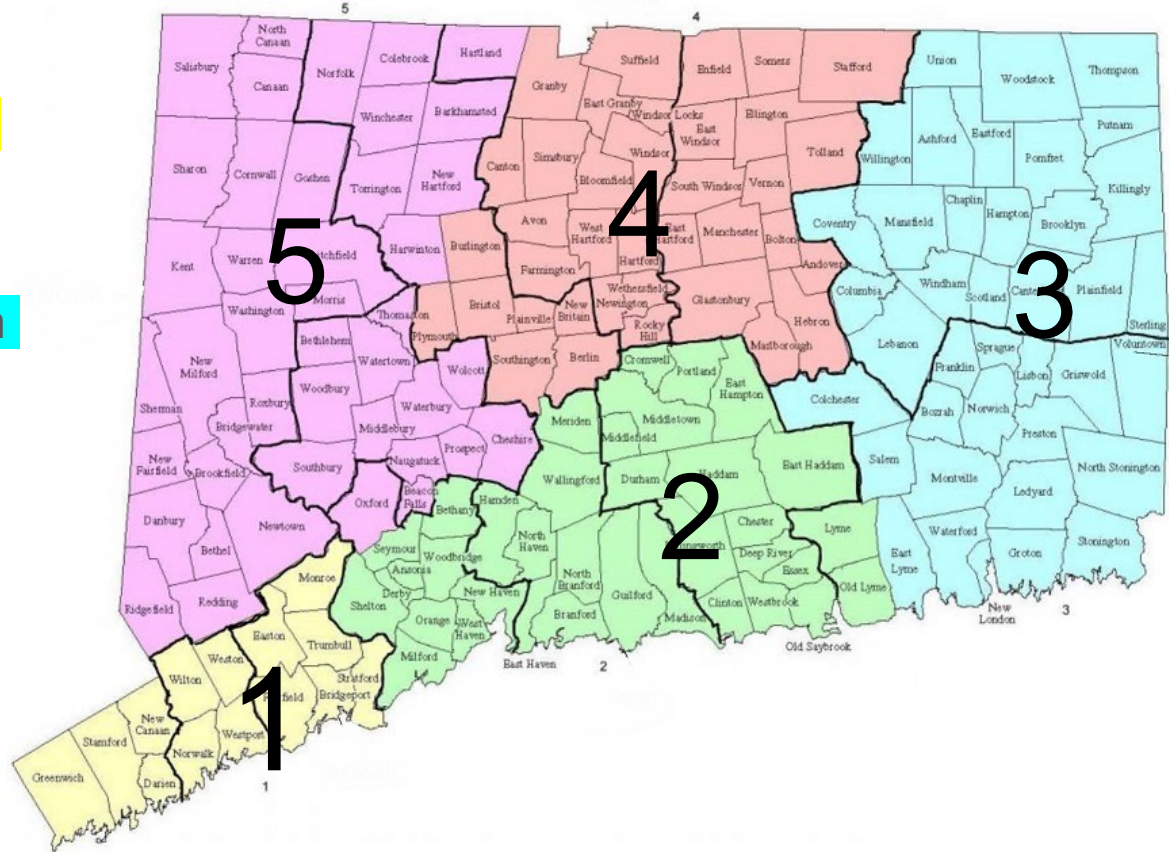
- Tania Banks
- Michael Moore
- Joel Aboagye
- Aleena Durant
- Sonia Soto
- Melissa Dzierlatka
- Heather Craven
- Tayna Castillo

# Mobile Medication for Addiction Treatment

A resource in YOUR Coordinated Access Network

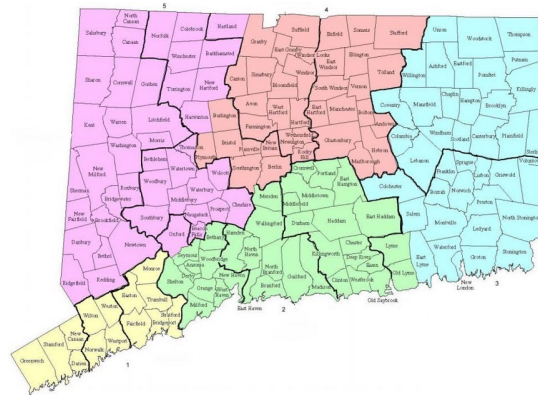
# Mobile MAT Vans by DMHAS Region

- Region 1 – Liberation Programs
- Region 2 – Bridges
- Region 3 – Perception Programs
- Region 4 – CT Harm Reduction Alliance
- Region 5 – McCall Center





# Mobile MAT Van Contacts



- Region 1 – Liberation Programs
  - Liz Evans [liz.evans@liberationprograms.org](mailto:liz.evans@liberationprograms.org)
- Region 2 – Bridges
  - Tara Kerner [tkerner@bridgesmilford.org](mailto:tkerner@bridgesmilford.org), Christopher Cavaliere [ccavaliere@bridgesmilford.org](mailto:ccavaliere@bridgesmilford.org), Debra Gannon [dGannon@bridgesmilford.org](mailto:dGannon@bridgesmilford.org)
- Region 3 – Perception Programs
  - Kelsey Daniels - [Kelsey.Daniels@perceptionprograms.org](mailto:Kelsey.Daniels@perceptionprograms.org)
- Region 4 – CT Harm Reduction Alliance
  - Courtney Dollar [cdollar@ct-hra.org](mailto:cdollar@ct-hra.org)
- Region 5 – McCall Center
  - Jillian Yard [Jillian.Yard@mccallbhn.org](mailto:Jillian.Yard@mccallbhn.org)

# Mobile Outreach and Medication Assisted Treatment (MAT)





# About Us – Our Mission

The CTHRA – now housing the Greater Hartford Harm Reduction Alliance (GHHRC) and Sex Workers and Allies Network (SWAN) programs – is **dedicated to promoting the dignity and wellbeing of individuals and communities impacted by drug use, homelessness, and sex work.** Through advocacy, training and service, CTHRA aims to ensure the availability, adequacy, accessibility, and acceptability of services and resources that remediate the adverse consequences of drug use.

Our services reach  
approximately

**40%**

of Connecticut and  
continues to grow.



# About Us – Our Services

- Shelter/housing referrals
- Educate on substance use/abuse/Opioid Use Disorders
- Provide treatment referrals/transportation
- Syringe exchange
- Condoms/safe sex kits/lubricants
  - Specialty condoms “Magnum”, Rough Ryder, Non-lubricated Flavors
- Safe consumption kits/ supplies
- Wound care and safe injection techniques/supplies
- HIV/HCV screenings
- COVID-19 and Mpox vaccinations/education
- Narcan/Naloxone
- Overdose prevention training
- Assistance obtaining identification
- Syringe Outreach Response Team (SORT)
- Homeless outreach (GHO Team and Transit HOP)
- Housing-focused case management

## Outreach in

Hartford County  
New Haven County  
Middlesex County  
Litchfield County  
& More

## 500 sandwiches

were distributed weekly  
since March 2020  
(start of the pandemic)

We also provide **fresh  
produce/vegetables** to  
our participants.

Syringes Fentanyl test strips Crack pipes Narcan  
People who use drugs  
Overdose prevention  
What people think Harm Reduction is only about  
Abstinence  
Condoms

**What Harm Reduction is truly about**  
@cthra\_org

Racial equity  
Social justice  
Empowering voices  
Unconditional love  
Removing stigma  
Wound & vein care  
Saving lives  
Access to healthcare  
Access to housing  
Community  
Multiple pathways to recovery  
Positive change  
Drug use education  
Ending the war on drugs  
Human to human interaction

# Mobile Outreach and MAT

- Mobile community outreach combined with medical services necessary to start an individual on medication for opioid use disorder and referrals to other resources for the treatment of substance use disorders.
- Meeting people where they are utilizing a harm reduction, person-centered, trauma-informed approach.
- Regular engagement to build trust and rapport - being able to provide options when they are ready for treatment.





# Mobile Outreach and MAT

- Two Harm Reduction Ambassadors and a part-time Harm Reduction Nurse engage with individuals on the RV to provide harm reduction supplies, naloxone and overdose response training, wound care, vaccines, HIV/HCV testing, education on safer consumption, and referrals.



# Mobile Outreach and MAT

- Treatment On Demand model - ability to transport participant to treatment referral when needed.
- Partnership with CT Addiction Medicine to be able to quickly refer for MAT options (Suboxone/buprenorphine and Vivitrol/naltrexone).
- Partnership with Health Care Resource Center in Hartford (Methadone).
- Working with the Root Center to be able to offer intakes from mobile RV via iPad (Methadone).
- Partnership with Cornell Scott-Hill Health and Trinity in New Haven.

# Harm Reduction Outreach

- Outreach and harm reduction services from mobile vans respond to hot spots, participants can flag-down.
- Greater Hartford, Bristol, New Britain, Route 9 Shoreline (Chester, Durham, East Hampton, Middletown), Enfield, Greater New Haven.
- Partner sites with Rovers for harm reduction outreach.



**Mobile 1 Treatment On Demand**

**MOBILE 1**  
BY GHHRC

**QUESTIONS?  
DIRECT  
SERVICES.**

**Mobil-1 RV:: 860-883-9587**  
**Mobil-1 MV:: 860-778-6325**  
**Mobil-1 MV2:: 860-913-6877**

**“We Get It”**

- Substance Use / Abuse
- Referrals / Transportation
- Health Screenings
- Shelter Referrals
- Syringe Exchange
- Free Narcan® / Naloxone
- & Much More

W W W . G H H R C . O R G



# Where to find us!

## OUR LOCATIONS:

28 Grand St, Hartford CT 06106

557 Albany Ave, Hartford CT 06112

269 Peck St, New Haven CT 06513

645 Grand Ave, New Haven CT 06511

**Hartford:** 860-263-8720

**New Haven:** 203-935-5702

[www.CT-HRA.org](http://www.CT-HRA.org)

Follow us:

@CTHRA\_Org



# Conflicts of Interest

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# CoC COI Policies



## **Financial**

Putting personal financial interests over the interests of the organization



## **Professional**

Awarding jobs or promotions based on preference rather than qualifications



## **Personal**

Prioritizing loyalty to friends and family when making professional decisions



## **Contractual**

Partaking in contractual work on behalf of a direct competitor

## CT BOS Conflict of Interest Policy

- Conflict of Interest Policies and procedures are required by HUD. These are some highlights from CT BOS:
- Conflicts of interest, and even the appearance of a conflict of interest, should be avoided, but are inevitable.
- Disclose any conflict or appearance of conflict.
- Don't vote or make motions on any item that would create a conflict or appearance of conflict.
- Don't participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to an organization that you represent.
- Don't lobby or seek info from any other member if it would create a conflict or the appearance of a conflict.

# Conflict of Interest (COI) Form – due 8/3/23

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- Conflicts of interest result when a person has competing commitments, obligations, duties or goals.
- Conflicts can result in real or perceived lack of independence or impartiality.
- Examples: you or your spouse work for a CoC funded agency, you get services from a CoC funded agency, you sit on the Board of a CoC funded agency
- All Steering Committee members are required to submit the COI disclosure each year to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)
- SC members that have not submitted COI Forms will not be able to vote on Steering Committee
- [2023 CT BOS COI form](#)





# Breakout Rooms

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- Introduce yourself, your role and say how long you have been attending BOS SC Meetings.
- What questions do you have about the Conflict of Interest (COI) policy or how COIs are managed in CT BOS?
- Identify a person or persons to record your questions or comments in the chat after the breakout session ends.

# HUD 2023 Continuum of Care (CoC) Notice of Funding Opportunity (NOFO) Discussion



# 2023 CoC Competition NOFO Highlights

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HUD Notice of Funding Opportunity (NOFO) released. Annual competition

CT BOS CoC must submit an application to HUD for existing projects to renew and to compete for new funds that are available.

Estimated Maximum funding available for CT BOS:

- Tier 1: \$46,721,193 (93% of Annual Renewal Demand)
- Tier 2: \$7,033,298 (7% of Annual Renewal Demand)
  - Includes CoC Bonus (new funds): \$3,516,649
- YHDP: 3,335,720 (included in Tiers above)
- Domestic Violence Bonus: \$1,493,739 (in addition to Tier 1 and 2 totals)
- Planning Grant: \$1,500,000 – not in any Tier

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**TOTAL: \$56,748,230** (final info from HUD pending)





# What's the Same?

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Scoring and Application questions very similar to 2022:

- System Performance (30% of Score)
- Coordination with & Engagement of Diverse Stakeholders (42% of Score), *includes involving PLEH, advancing race equity, meeting the needs of LGBTQ+ population, use of Housing First*
- Evaluating and Ranking Projects (14% of score)
- HMIS & Point in Time Count (7% of Score)
- Housing & Healthcare Leveraging (7% of Score)

# What's New?

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- Percentage of funds in Tier 1 decreased from 95% to 93%. This means that more CoC funds are at risk than in previous years. Level of risk depends on score on the CoC Application.
  - BOS CoC 2022 Application Score was 188.75/200 (94%) – highest score nationally
- Planning funds increased by \$250,000
- Points for CoC applications that:
  - ✓ Include a letter from a group of Persons with Lived Experience of Homelessness (PLEH) supporting CoC priorities for serving people with severe service needs
  - ✓ Include PLEH in development of Coordinated Entry process
  - ✓ Involve DV survivors in development of CoC-wide policies and programs
  - ✓ Involve LGBTQ+ people/organizations in updating anti-discrimination policies & ensure respect, privacy, safety, & access for LGBTQ+ people
  - ✓ Ensure all projects practice trauma-informed care
  - ✓ Show that Coordinated Entry affirmatively furthers fair housing



# Renewal Application Deadlines

**Goal: Get these done!**

**Applications due in Zengine by: Date TBD once HUD opens esnaps**

- Export the app to PDF in esnaps and submit in Zengine (CT BOS grant management database): [Zengine Document Submission Instructions](#). Do not submit the application in esnaps.
- Complete and upload all required attachments in Zengine. Housing Innovations will provide feedback and instruct on when to submit.

**Grantees submit final renewal project application in esnaps by: Date TBD once HUD opens esnaps**



# Proposed 2023 HUD CoC NOFO Ranking Policy

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Proposed Ranking Policy



# Ranking and Tiering Background

- HUD requires CoCs to rank projects.
  - HUD requires that the ranking is based on project performance on system performance measures and local priorities.
  - HUD has two “Tiers” in the ranking and establishes the amount of funding in each Tier.
  - Projects in **Tier 1** (\$46,721,193) are ensured funding assuming minimum HUD requirements met. 93% of the money needed to fund existing renewal projects is in Tier 1.
  - **Tier 2:** Projects in Tier 2 (\$7,033,298) are scored on 100-point basis and compete nationally – funded in order of project scores until all CoC funds exhausted.
  - In 2023, HUD is requiring the ranking of YHDP (Youth Homelessness Demonstration Projects) projects – 1st time.

# Prior Ranking Strategies and Priorities

- Historically, the CoC has ranked projects using a combination of
  - performance evaluation scores
  - new project application scores
  - model type and
  - best mathematical scoring advantage to maximize funds received
- Renewal projects have been ranked above new projects in order of evaluation score.
  - This is to try and “protect” renewal project funding.
- Coordinated Entry (CE) and HMIS have been placed in Tier 1 to ensure funding.
  - These are system-wide services that are required by HUD.
- Renewal projects that have not been evaluated have been ranked below scored projects, but before new projects.
- New projects have been ranked in Tier 2.
  - This means that the projects at greatest risk of not being funded are new and will not displace existing participants.

*Priorities*

①

②

③



# Ranking Principles for New Projects

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1. All rental assistance is administered by the same rental administrator that is currently used by the State of CT for existing homeless services programs or per HUD requirements.
2. As stated in the 2023 new project RFP, all Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), and Joint Transitional Housing (TH)/RRH projects (unless the project has another source of funding for services) must request \$9,000 per household at a point in times for supportive services.
  - The goal of this is to support sufficient case management staffing and supervision to meet participants' needs.
  - Projects may not request more than this amount.
3. Funding for new projects is allocated using an objective formula based on data/need in each Coordinated Access Network (CAN) such as By Name List (BNL) data or a similar equitable standard.
4. Final budgets for existing projects that are expanding to increase services for existing tenants are based on the current number of participants in the program.



# Proposed 2023 Ranking Order

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1. Renewal projects that have been evaluated will be ranked in order of 2023 Evaluation Score. Projects with identical scores will be ranked based on budget from largest to smallest.
2. Followed by renewal HMIS and Coordinated Entry projects at the bottom of Tier 1.
3. Followed by the remaining evaluated renewal projects at the top of Tier 2.
4. Followed by renewal projects that have not been evaluated in an order that considers the maximum advantage on the relative ranking score.

# Proposed 2023 Ranking Order (2)

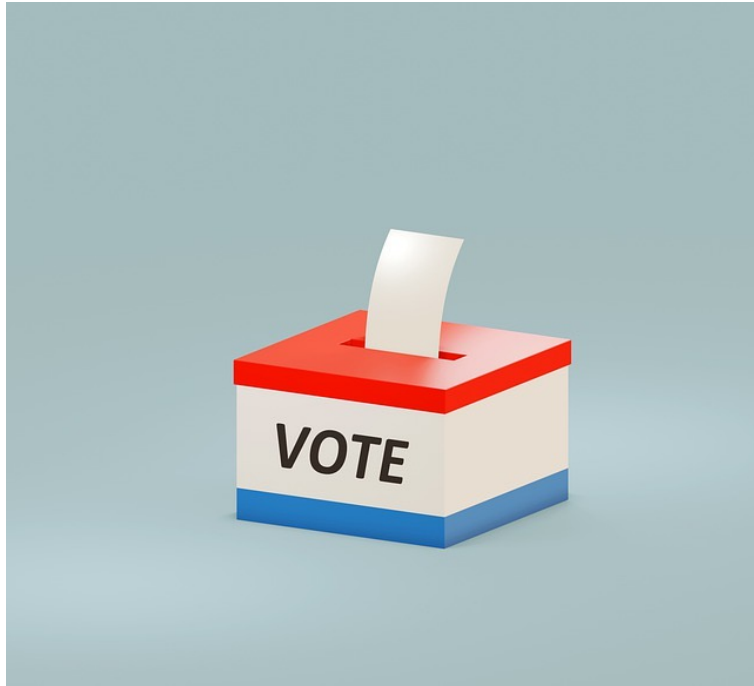
## Proposed General Ranking Order (con't)

5. Followed by new project applications braiding RRH and PSH projects starting with the highest scoring RRH or PSH application.
  - Followed by the highest scoring program of the other program type, followed by the next highest scoring project in the first program type, and so on until all funds are expended.
  - The ordering and final budgets for new projects will also consider the maximum advantages on the relative ranking and housing leverage scoring factors and need in the relevant CAN.
6. Followed by DV Bonus projects ranked in an order based on the project application score as determined by the Scoring Committee. *(Note that DV Bonus Projects will be funded regardless of ranking position if selected by HUD in the national DV Bonus competition.)*



# Vote on Proposed 2023 Ranking Policy

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## Options:

- Vote TODAY
- Vote by email on or around 8/1/23
- Vote at next Meeting on 8/11/2023

The sooner a vote is taken, the sooner agencies will know the status of their new project applications for bonus funds.

This is a vote limited to SC members who do not have a conflict of interest.



## Who can vote?

- Community Reps: Melissa Dzierlatka, Tania Banks, Michael Moore, Joel Aboagye, Aleena Durant, Sonia Soto, Heather Craven, Tayna Castillo
- CT Department of Labor
- CT Department of Social Services
- CT Department of Education
- CT Department of Correction
- CT Department of Children and Families
- U.S. Department of Veterans Affairs
- Partnership for Strong Communities



## Updates to Code of Conduct - Vote

# CT BOS Proposed Code of Conduct – Vote on Updates

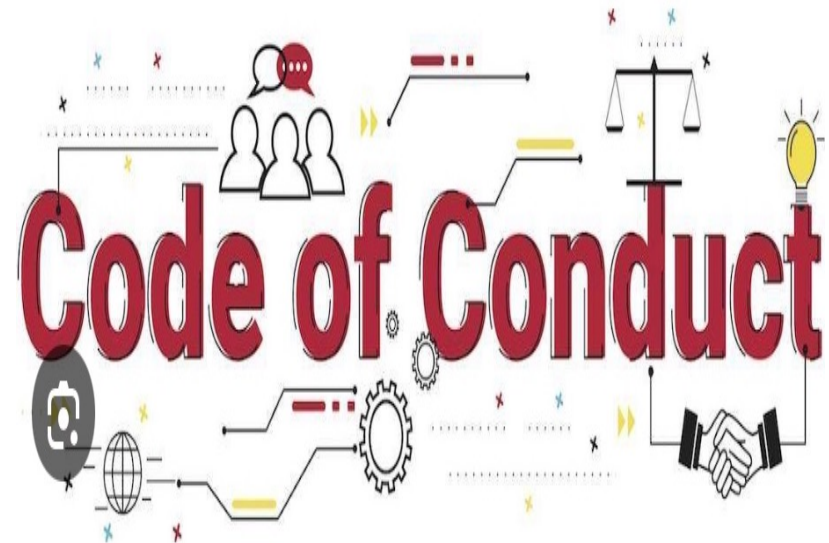
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Code of Conduct helps to ensure high standards for:

- Service/housing quality
- Ethical decision-making
- Professional behavior
- Equity, inclusion & belonging for diverse stakeholders

Process:

- Discussed at June 16<sup>th</sup> SC mtg meeting
- 6/30/23 – deadline for edits
- Vote today – all Steering Committee members can vote





# Code of Conduct Core Principles and Goals

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- Foster trust in each other, with the people we serve, and with our community partners.
- Foster diversity, equity, inclusion and belonging
- Make decisions with integrity
- Be accountable to delivering high quality housing and services
- Address conflicts of interest with transparency
- Ask questions and raise concerns when something doesn't seem right
- Request a motion and Vote today  
OR
- Vote by email if time does not permit



# United Way of Connecticut 211

211

Connecticut



# Who we are, what we do to support CT residents

**2.1.1**

Connecticut



24/7/365 assistance with basic and critical needs, help during storms and disasters



**2.1.1**

Connecticut

**Mental Health  
Crisis Services**



Action Line, Youth/Adult Mobile Crisis Dispatch  
National Suicide Prevention Line, 988  
Suicide prevention, intervention and response  
Gizmo SEL Guide for children



**Connecticut  
Paid Leave**

Support for CT residents and businesses  
regarding paid family and medical leave



**United Way**  
United Way of Connecticut

**Association of CT  
United Ways**

Supporting CT's 15 local United Ways  
as they serve their communities

**CT ALICE® Lead**

Reliable data on what it costs to make  
ends meet in CT, advocacy for families

**2.1.1**

Child Care



Comprehensive directory of CT  
childcare and support, services,  
and training for providers



**care4kids**  
MAKING CHILD CARE AFFORDABLE

Administrator of state of  
CT childcare subsidy

**2.1.1**

Child Development



Supporting parents to identify  
developmental issues,  
connect to interventions















# Helping CT Residents, Every Day

In FY2022, 211 responded to 3 million+ inquiries\* from people seeking help



*82% increase in top 10 non-COVID phone inquiries 2019-2021, and an increase of 175% since 2015*

\*by phone and through website

	<b>Healthcare &amp; COVID-19</b>	<b>1,971,540</b>
	Housing & Shelter	356,204
	Food	146,479
	Mental Health & Addiction	136,029
	Employment & Income	111,739
	Utilities	103,650
	Transportation Assistance	38,324
	Government & Legal	34,099
	Clothing & Household	16,904
	Disaster	6,013
	Child Care & Parenting	10,148
	Education	5,872

**2.1.1**

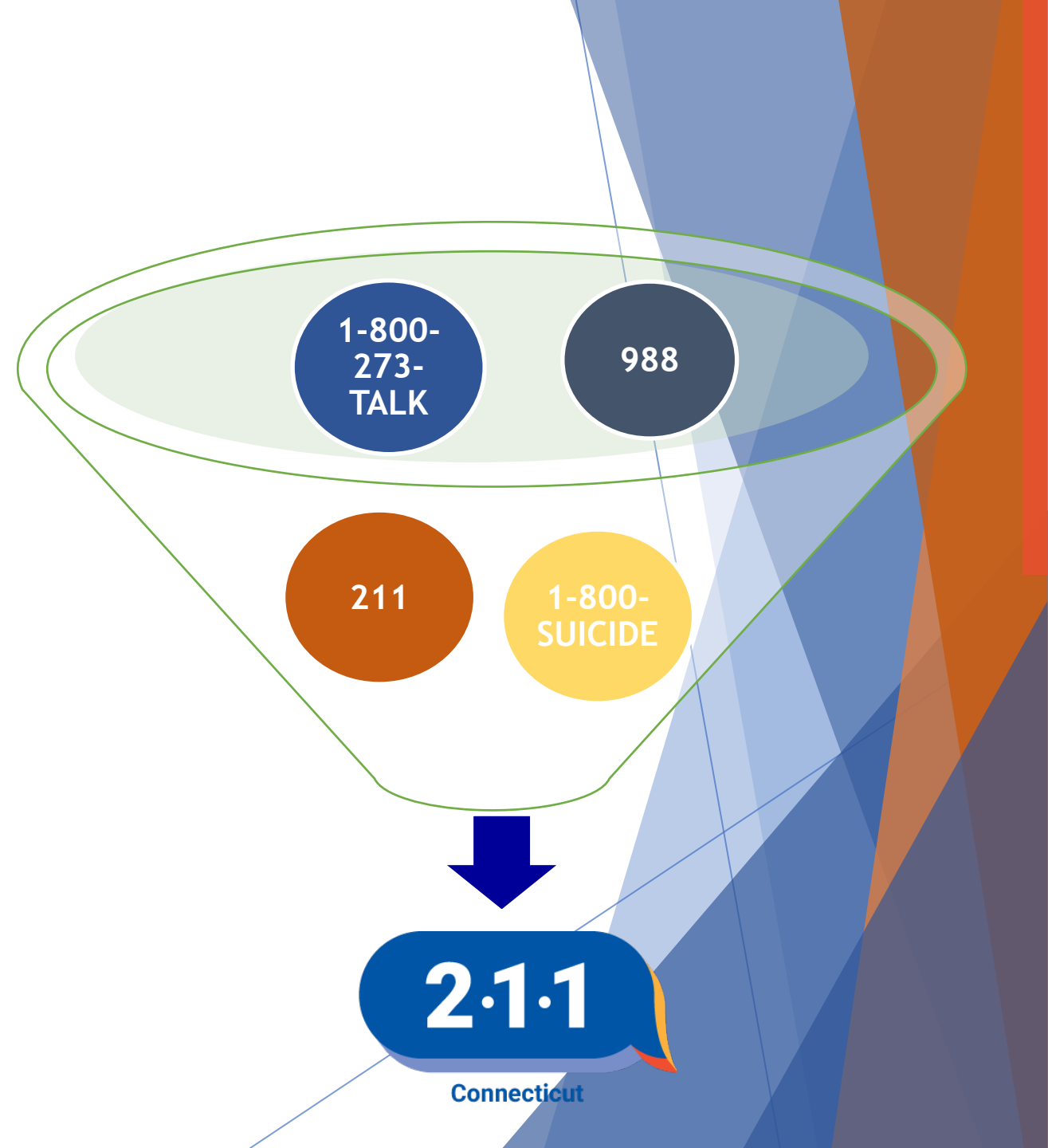
Connecticut



# All lines lead to 211.

Crisis calls are priority #1 at United Way. All crisis calls from multiple dialing codes go to our 211 CT Crisis Team for urgent assistance.

**We offer 24/7 access to mental health assistance for Connecticut callers – include the new 988.**

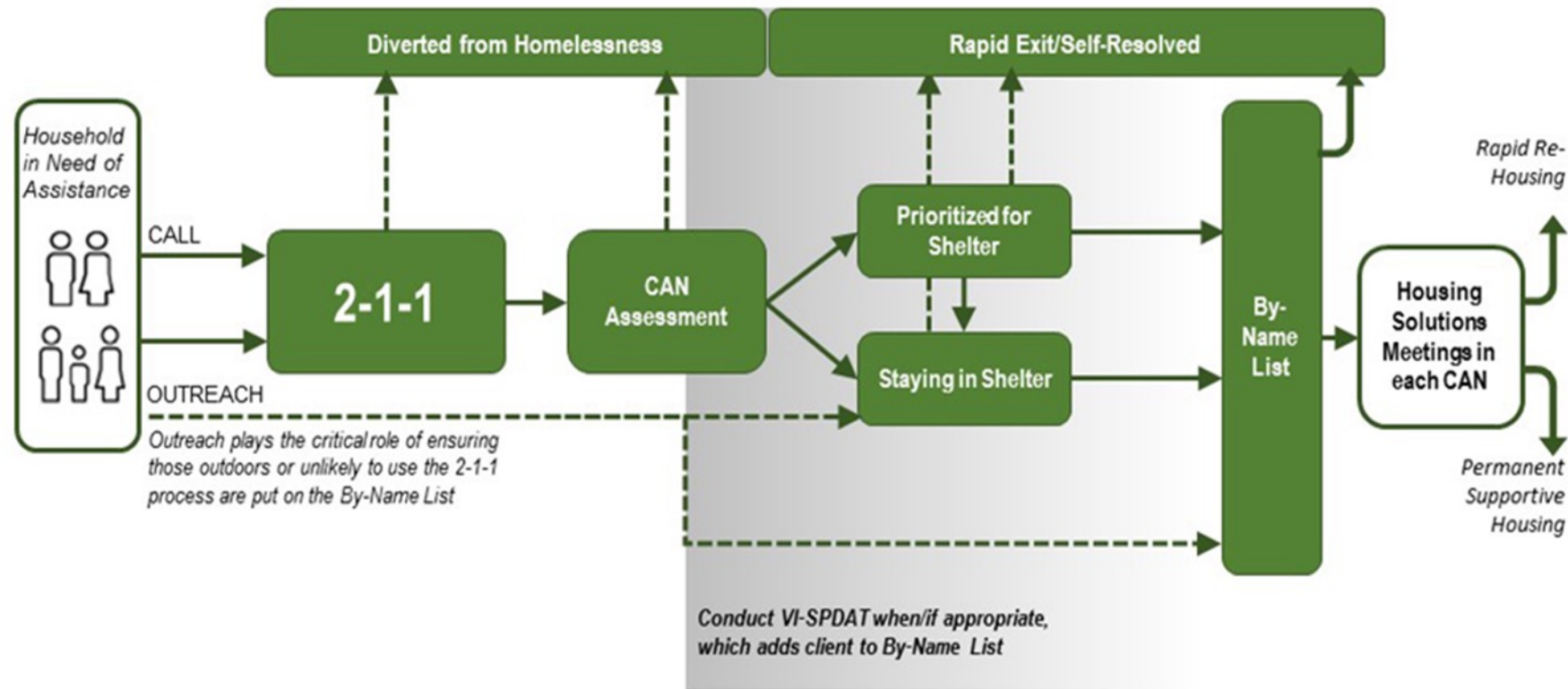




# Coordinated Access System Overview

Connecticut's Coordinated Access system is **One** team composed of many organizations, working together, pulling the same direction, to serve those who need us.

A high-level diagram of the coordinated access process from entry to exit



**2-1-1**  
Connecticut



# 211 Housing Program

2.1.1

Connecticut



Since 2014, 211 is the single front door to Connecticut's Coordinated Access Networks for housing and homelessness resources

- ▶ **Assess** caller's needs and housing situation
- ▶ **Address** caller's crisis if possible with basic needs assistance (food, income, behavioral health, and others)
- ▶ **Problem-solve** to identify next step, access community resources and natural supports to resolve the situation
- ▶ **Connect** the caller to the local housing and homelessness services team if needed
  - Can include scheduling an intake appointment to explore shelter and housing options
  - Seven Coordinated Access Networks across the state bring together into teams all local homeless providers

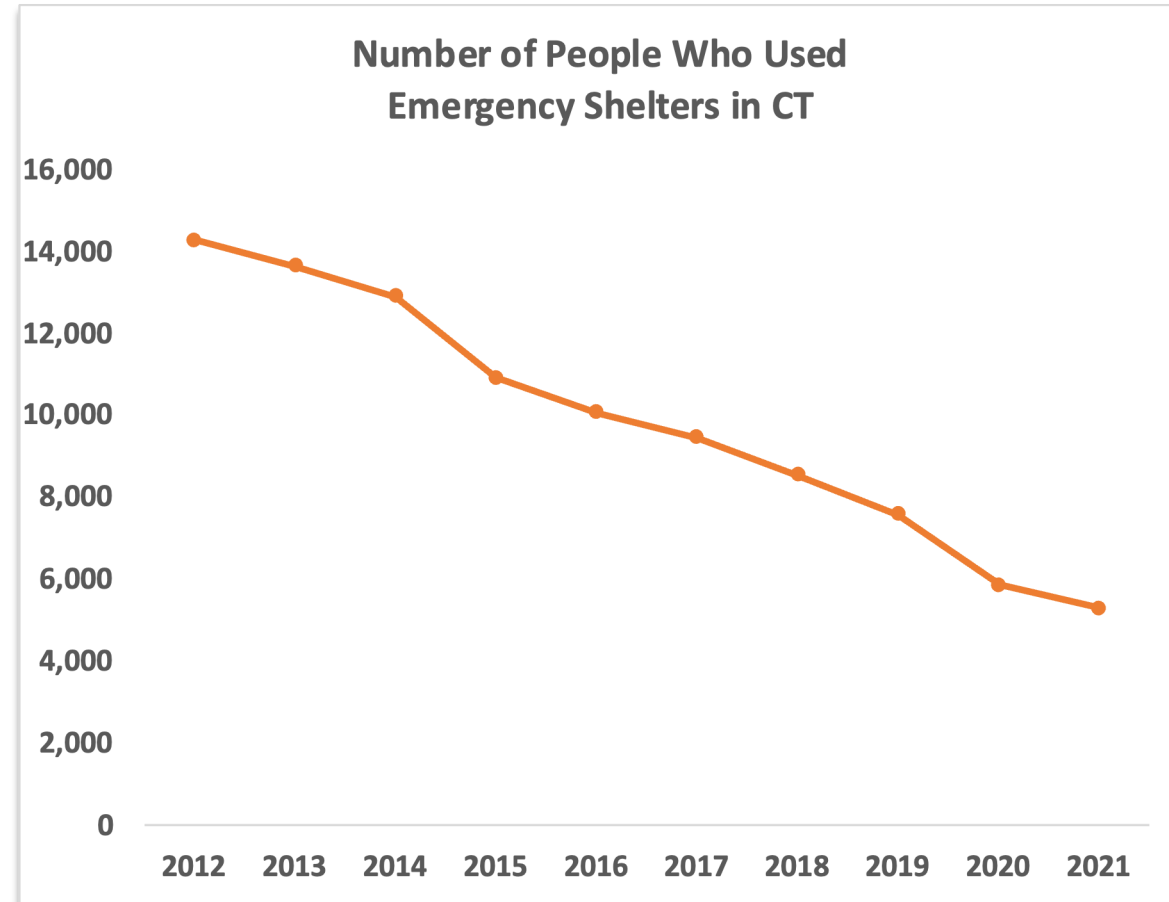
# CT Coordinated Access is Working!

## Connecticut's Progress: Not the National Trend

- Many states are seeing rapid **increases** in homelessness over this same time period.

In 2020, at a national level:

- Homeless population **grew** for the fourth year in a row



*62% decrease in annual homelessness in just 9 years!*

2.1.1

Connecticut



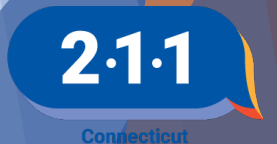
# 211 Housing

- 2014: H.E.A.R.T.H. Act (Homeless Emergency Assistance and Rapid Transition to Housing) enacted.
- In collaboration with DOH and the local CANs, 211's Housing department was created as the central entry point for people at imminent risk of homelessness.
- Presently our hours of operation are 7 days/week, 8a-4p
- Housing statistics:
  - ❑ In 2022, 211 handled 159,000+ Housing related calls
  - ❑ Of those, 79,000 callers were at risk for homelessness
    - ❖ 2/3 of call were resolved over the phone
    - ❖ 1/3 referred to CANs



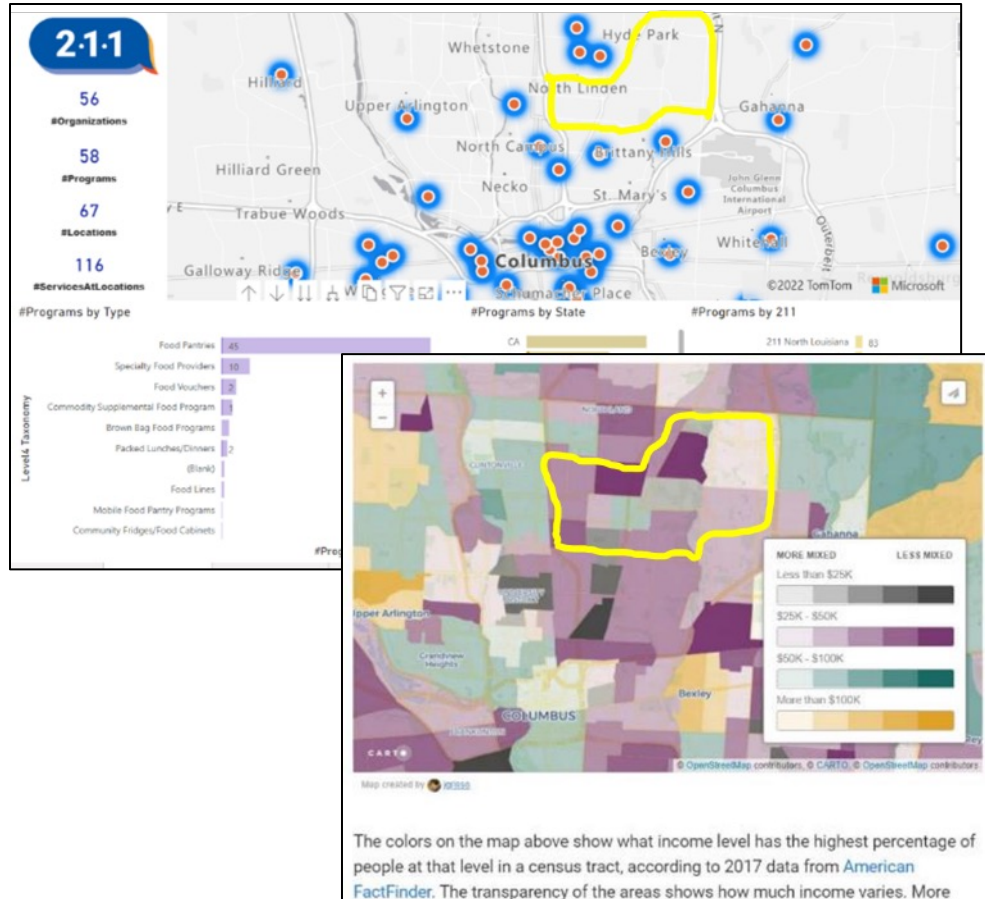
# Website Features

- **My 211 Account** – feature for users to sign up for free accounts to create, save, and share customized resource lists
- **Multi-term Search** – allows users to search for locations that offer multiple different services in one click
- **Community Comment**– allows users to report updates to agency information or service offerings to be displayed in real time
- **HealthyLives Navigator** – brief, anonymous questionnaire that can be completed by clients, healthcare providers, case managers, or social workers and assesses for the eleven social needs that are most closely linked with poor health outcomes.
- **Electronic Referral** – For agencies that are interested in receiving referrals directly from 211 website users, they can elect to enable to ‘Send Referral’ option on their resource card on 211ct.org
- **API** – Application Programming Interface (API) for the 211ct.org search engine so that the search can be integrated into other applications and sites.



# Use 211 Data to the Fullest

## Identify Gaps for Critical Services



## Collaborate with 211 Counts



## The collective insights should drive:

- Policy Agenda
- Impact Agenda
- Fundraising Efforts

211

Connecticut



# QUESTIONS??





# Questions

*And answers.*



# Partner Announcements

# Other Business?

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# Upcoming Meetings

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## SC Meeting Schedule

- Note new date - August 11, 2023; 11-12:30
- September 22, 2023; 11-12:30
- October 20, 2023; 11-12:30
- November 17, 2023; 11-12:30
- December 15, 2023; 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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CT BOS CoC

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