

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

May 19, 2023



Agenda

- Welcome and Chairs Introductions
- Guidelines for BOS Meetings
- Adopt April Steering Committee Meeting Minutes
- Announcements
- Vote - Proposal to adopt CT Coordinated Access Network Policies and Procedures Manual
- Vote - Proposal to adopt Permanent Supportive Housing (PSH) Requirements and Operations Guide
- Project Renewal Evaluation
- SNOFO – Unsheltered Special Notice of Funding Opportunity
- 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 Conflict 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:
 - Lauren Pareti
 - Liz Isaacs

Approve CT BOS April 2023 Steering Committee Meeting Minutes



CT BOS April Steering Committee Minutes

Announcements





CoC NOFO

- HUD has indicated that CoC NOFO will be released in coming weeks.
- No update on Grant Inventory Worksheet (GIW)
- Please update your applicant profile.
- [Applicant Profile Navigational Guide](#)
- Please make sure that at least two people have access to esnaps
- Update your Zengine contacts

CT BOS Steering Committee Chairs

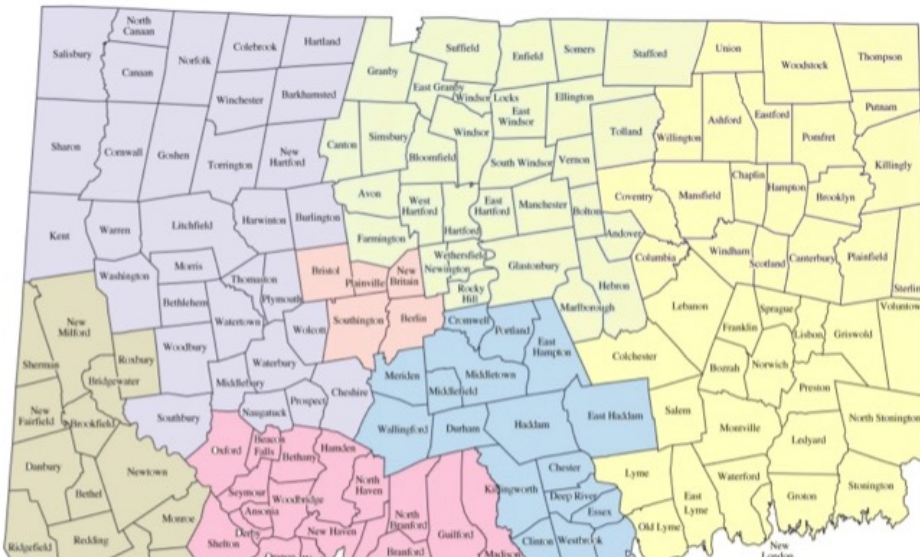


Nominations: Steve DiLella, CT Department of Housing
and Sonya Jelks, Corporation for Supportive Housing

CT BOS Steering Committee Community Representatives

- **CT Community Representative applications due 5/30/23**
 - CT BOS has eight Community Representatives which includes two Youth Representatives. Youth Community Representatives must be between 18-25
 - Applicants must have lived experience of homelessness within the last seven years or be a current program participant in a program that serves persons who have experienced homelessness.
 - The CoC encourages people who have utilized homeless housing or services to apply.
- [CT BOS Community Representative Application](#)
- [CT BOS Youth Community Representative Application](#)
- Applications will be circulated and Steering Committee will vote electronically.

Coordinated Access Network (CAN) Representative Registrations



- CANs appoint then register their representatives
- If people are interested in serving as a CAN representative, contact: [CAN Representatives](#)
- [SC CAN Representative Registration Form](#)
- **CT BOS CAN Representative Registration forms due 5/30/23**
- CAN representatives will be announced at the June Steering Committee meeting
- CANs and agencies with Steering Committee representation are encouraged to appoint BIPOC/LATINX reps

Monthly Steering Committee (SC) Debrief

- CSH/CLIP now offering a debrief meeting after each BOS SC meeting.
- All are welcome!
- Intentional space used to answer questions and address comments made during the SC meeting.
- Meetings will be held the Tuesday after the SC mtg from 5-5:30pm.
- There were no participants at the April Debrief Meeting. Will discontinue if there is no interest.
- **Next mtg, Tuesday, 5/23 at 5pm**
- **[Link to register for meeting](#)**



Sign Up for CT BOS Emails

Email Lists

☐ General

☒ HUD Grantees

☐ Steering Committee

☒ YHDP

Coming Soon: SNOFO Option

- Self-Register on CT BOS homepage (www.ctbos.org)
- To receive important information about policies and processes that impact CT BOS funded projects select either HUD Grantees or YHDP
- To get invites to Steering Committee meetings, select Steering Committee

Housing Requirements Webinar – Part II- 5/23

Topics: Housing Quality Standards, Lead-Based Paint, Fair Market & Reasonable Rents, Leases/Occupancy Agreements/HAP(Housing Assistance Payments), Violence Against Women Act (VAWA) & Emergency Transfers, Environmental Review, Income Determination & Rent Calculation, DMHAS Specific Requirements

Target Audience: Continuum of Care grantee staff, including Supervisors overseeing housing activities & Housing Coordinators, *(may also interest others in leadership positions & Case Managers)*

Timing: Part II - May 23rd from 10 to 11:30 a.m

May 23rd Session; [Zoom link](#)

Meeting ID: 865 5174 2324; Passcode: 200816; Phone: 646-876-9923



Fiscal Issues Webinars

Topics include: Components and Eligible Costs; Documenting Time; Matching Funds; Program Income; Audits; Administrative Expenses; Indirect Costs; Program Fees; Under Spending; Compensation and Gifts; Internal Controls and Sanctions

Target Audience: CoC grantee leadership and fiscal office staff and program leadership

Timing: Session I - June 6th and Session II - June 23rd from 10-11am

[Zoom Link](#)

Meeting ID: 898 9399 0795

Passcode: 982984

16469313860





Introduction to CT BOS Webinar –Brief Update

- Brief (15 minute) recorded update to March 2022 Intro to BOS Webinar is now available.
- Viewing both the update and the full webinar is recommended for new staff.
- Brief Update: [Link to Slides](#); [Link to recording](#)
- Full Intro: [Link to Slides](#); [Link to recording](#)

Updated CT DOH Statewide RRH Operations Guide



- The Operations Guide was released in 2022, establishing policies and procedures for CT RRH projects funded by DOH, CT BOS and ODFC Continuums of Care.
- An updated version of the [CT DOH Statewide RRH Operations Guide](#) is now available on the [Resources page](#) of the CT BOS website.

Changes include:

- Updated Category 4 definition of homelessness to reflect changes enacted in the 2022 Reauthorization of the Violence Against Women Act (p. 121)
- Adjusted examples demonstrating estimation of monthly income (p. 50)

CT DSS Funding for Community Hubs/Remote Supports

- Community centered entities that organize and support networks of community-based organizations through a centralized administrative and operational infrastructure.
- Intended to be a non-licensed, non-medical model of delivering services in the Remote Supports Program.
- Services provided include supports by staff at a remote location (Hub) who are engaged with the members in their homes through technology.
- Congregate Housing eligible to apply



Contact: Greg Bennett

Gregory.D.Bennett@ct.gov

Update on New Project Applications



- 17 PSH Applications received
- 7 RRH Applications received
- 3 DV Applications received
- PSH Scoring Committee met & RRH/DV Scoring Committee meets in June
- Next Steps:
 - Wait for NOFO release to review HUD's eligibility requirements and priorities
 - Applicants notified once final scoring and ranking are determined
- Recommendations from Scoring Committee - **Vote**
 - Allow funding for families to enhance services in existing PSH Projects
 - Recommend that PSH applicants that did not request admin apply for admin



Who can vote?

- Community Reps: Melissa Dzierlatka, Natalie Mazzone, Teth Pickens, Diamond Lovett, Richard Coleman, Lisa Scott, Angel Cotto
- 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

Reminder: CT Coordinated Access Network Policies and Procedures Manual Updates



What is the manual?

- System guide for Connecticut (CT) Coordinated Access Network (CAN) member agencies & others involved in implementing the CAN strategy
- Describes the system, each component and principles that guide CANs

Major Changes:

- Revised entry section to include HUBs and revised 211 protocols
- Clarified phased assessment process
- Revised Housing Prioritization to reflect length of time homeless as primary sorting factor
- Rapid Rehousing prioritization at discretion of CAN to allow for a blend of Rapid Exit & longer term RRH
- Described By Name List (BNL) 2.0



Vote - Proposal to Adopt Updates to CT Coordinated Access Network Policies and Procedures Manual

-
- [CAN P&P](#)

Reminder: Permanent Supportive Housing (PSH) Requirements and Operations Guide



What is the guide?

- Guide establishes standard concepts, definitions, policies and procedures for CT BOS PSH and the DMHAS CoC Rental Assistance

Major Changes

- Broadened scope of the guide to cover all PSH funded by CT BOS
- Added/updated notification requirements
- Added information on the CT BOS Grievance process & details regarding security deposit return
- Added that DMHAS PSH projects funded through the 2022 CoC Supplemental Notice of Funding Opportunity (SNOFO) use the broader HUD definition of disabling condition



Vote - Proposal to Adopt Permanent Supportive Housing (PSH) Requirements and Operations Guide

[LINK TO GUIDE](#)

2023 Renewal Evaluation



Consumer Survey Results and Spending

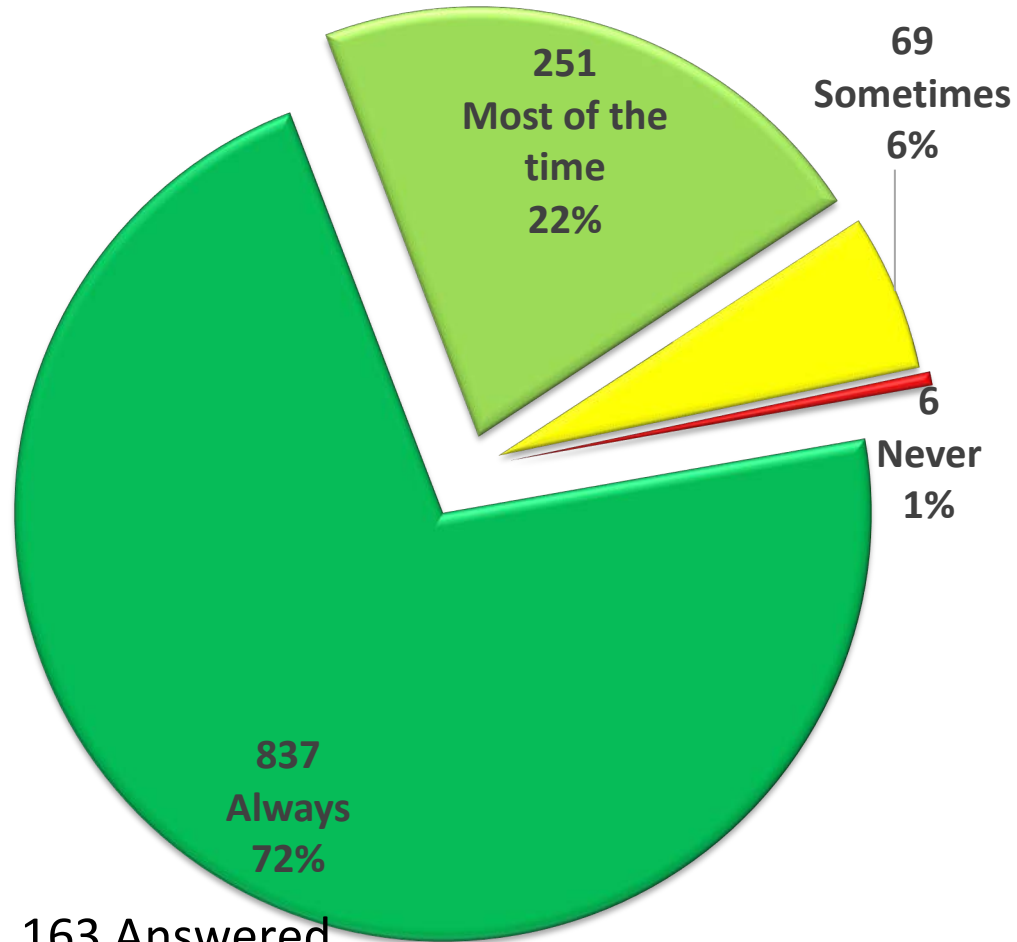
CT BOS Consumer Survey Results

BOS Survey Results: [BOS Consumer Survey Results Report](#)

DMHAS Survey Results: [DMHAS Consumer Survey Results Report](#)

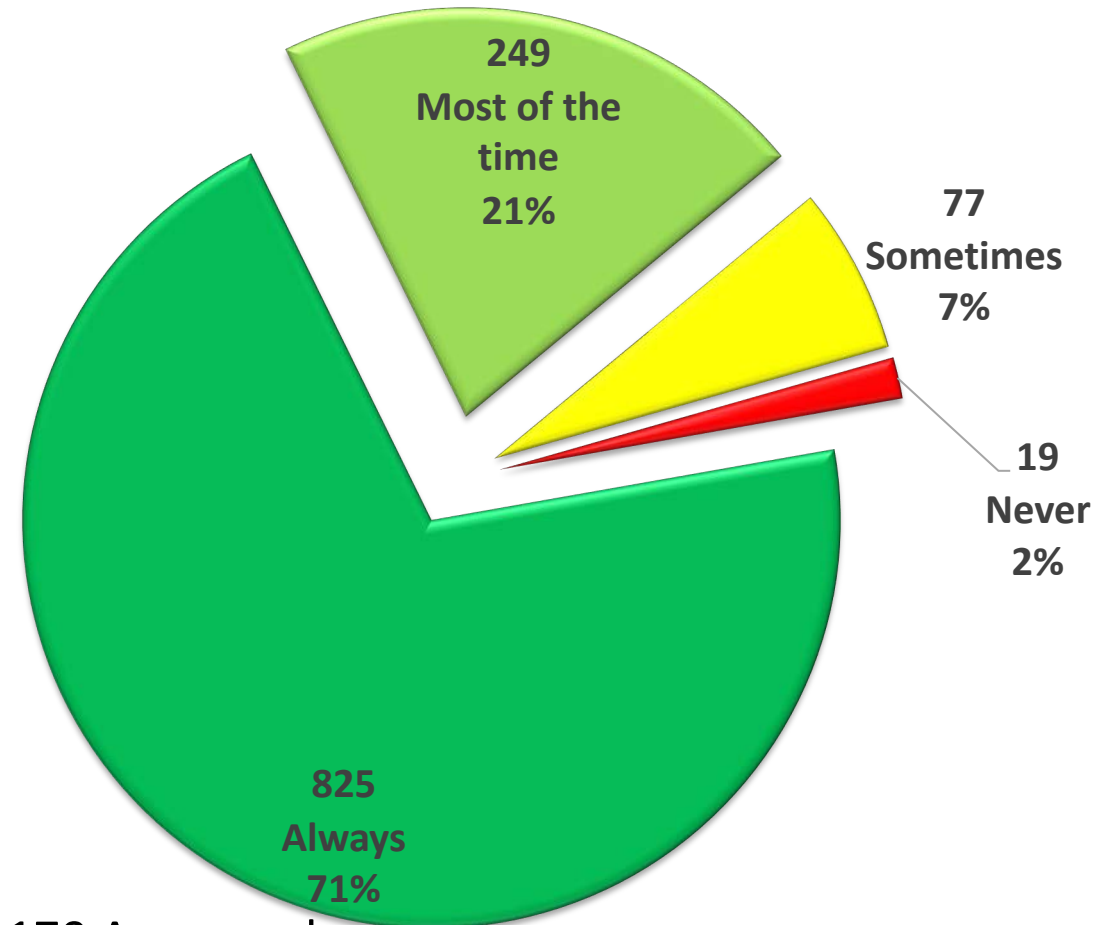
CT BOS 2023 BOS Consumer Survey Results

Are your services needs being met in the program?



N = 1,163 Answered

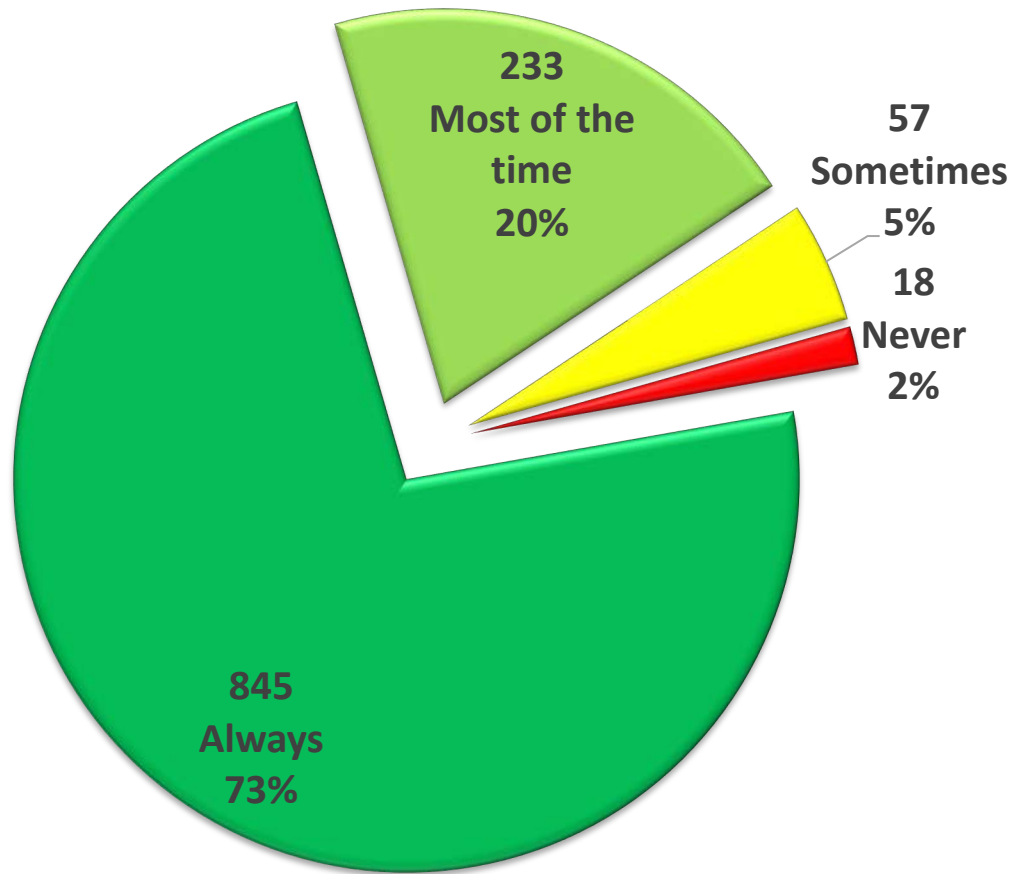
Do you feel like you can make decisions about what happens to you in this program?



N = 1,170 Answered

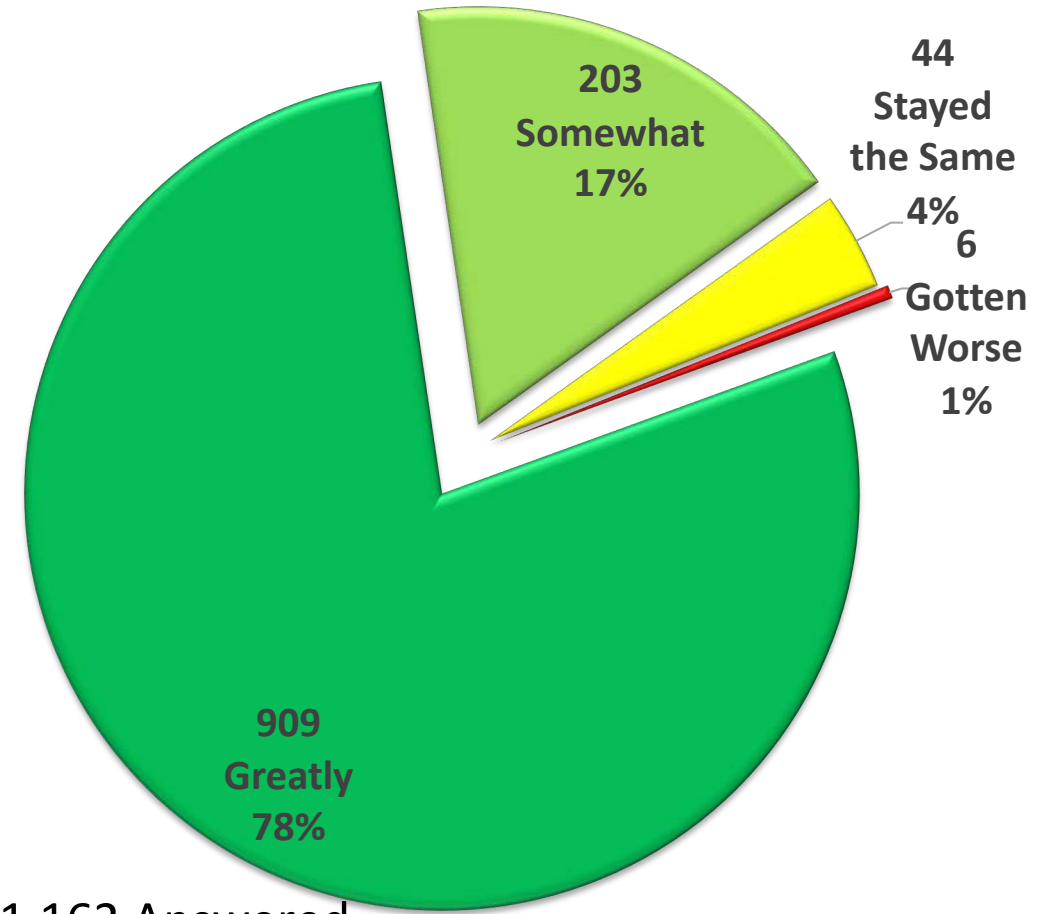
CT BOS 2023 BOS Consumer Survey Results

When you have a problem or complaint, is a staff person available to help you?



N = 1,153 Answered

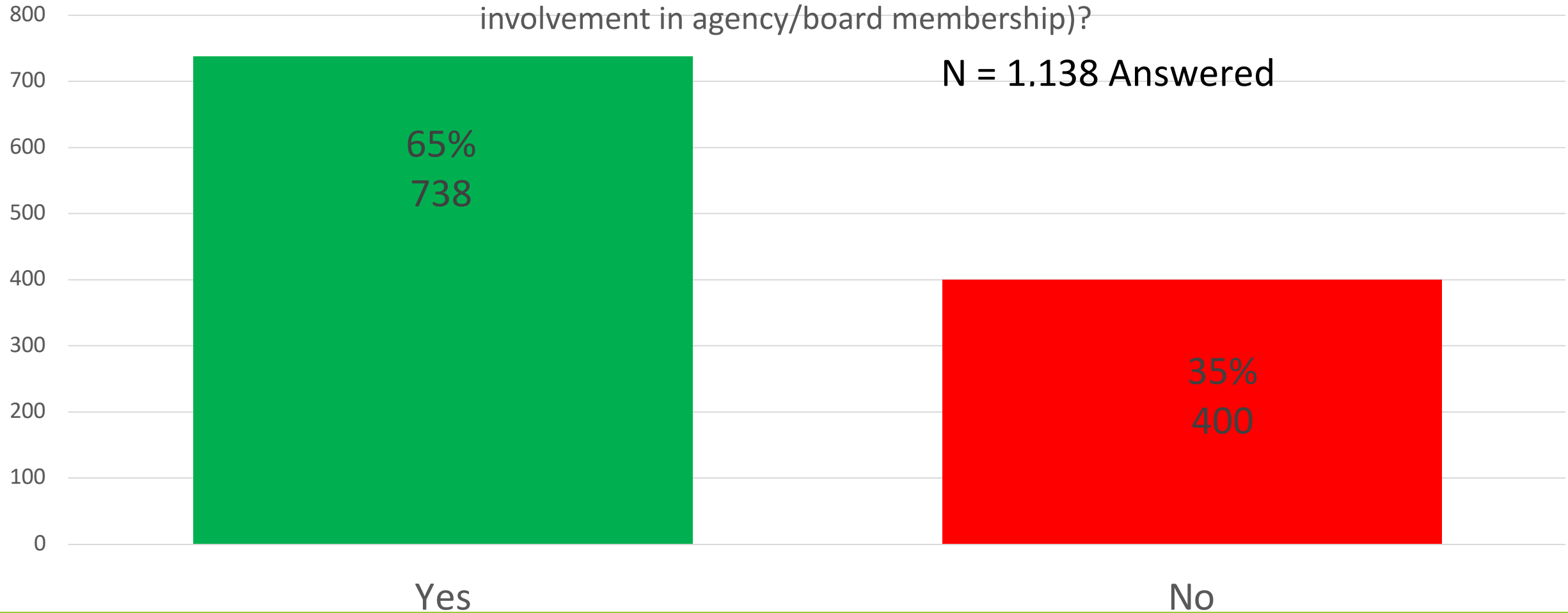
Has the quality of your life improved since you entered this facility or program?



N = 1,162 Answered

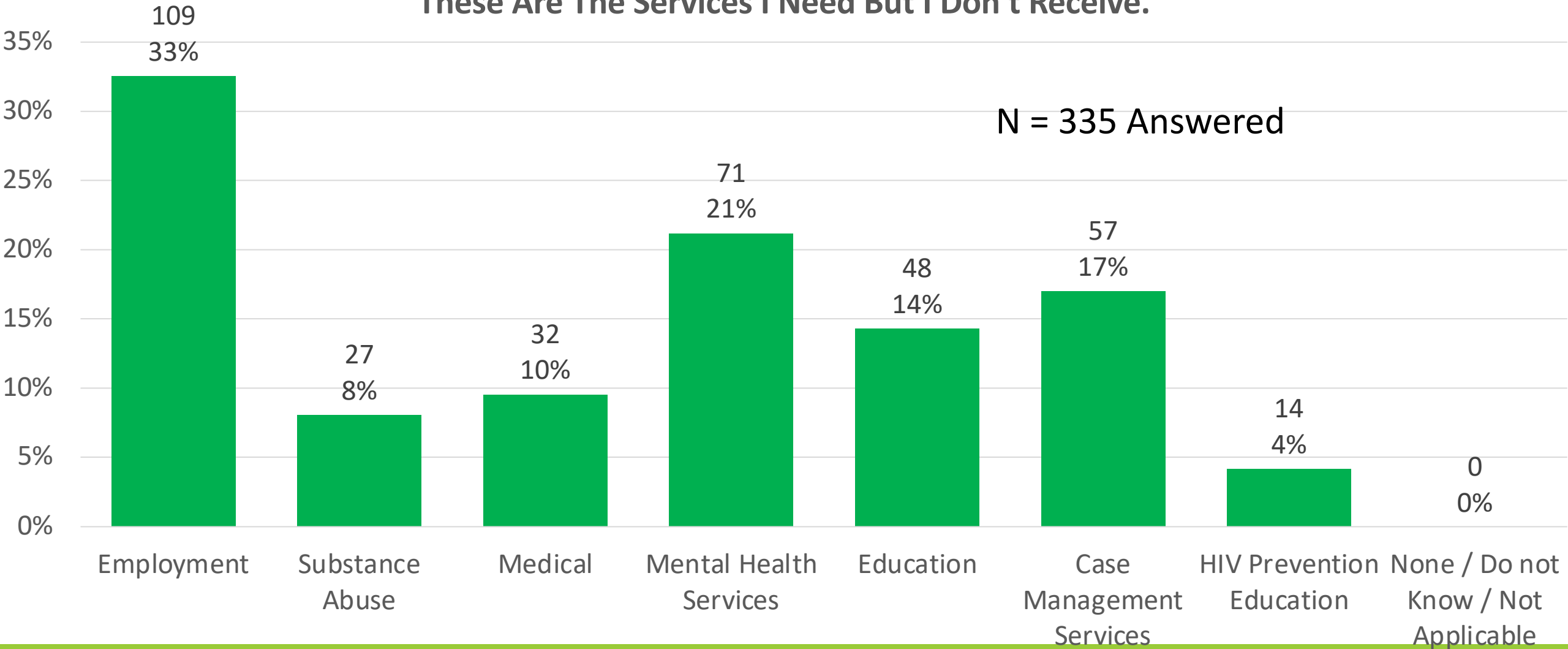
CT BOS 2023 BOS Consumer Survey Results

Have you had the chance to give input into how the program is run (for example: consumer advisory board or tenant's council, grievance procedure, suggestion boxes, consumer involvement in agency/board membership)?



CT BOS 2023 BOS Consumer Survey Results

These Are The Services I Need But I Don't Receive.





CT BOS 2024 Participant Survey

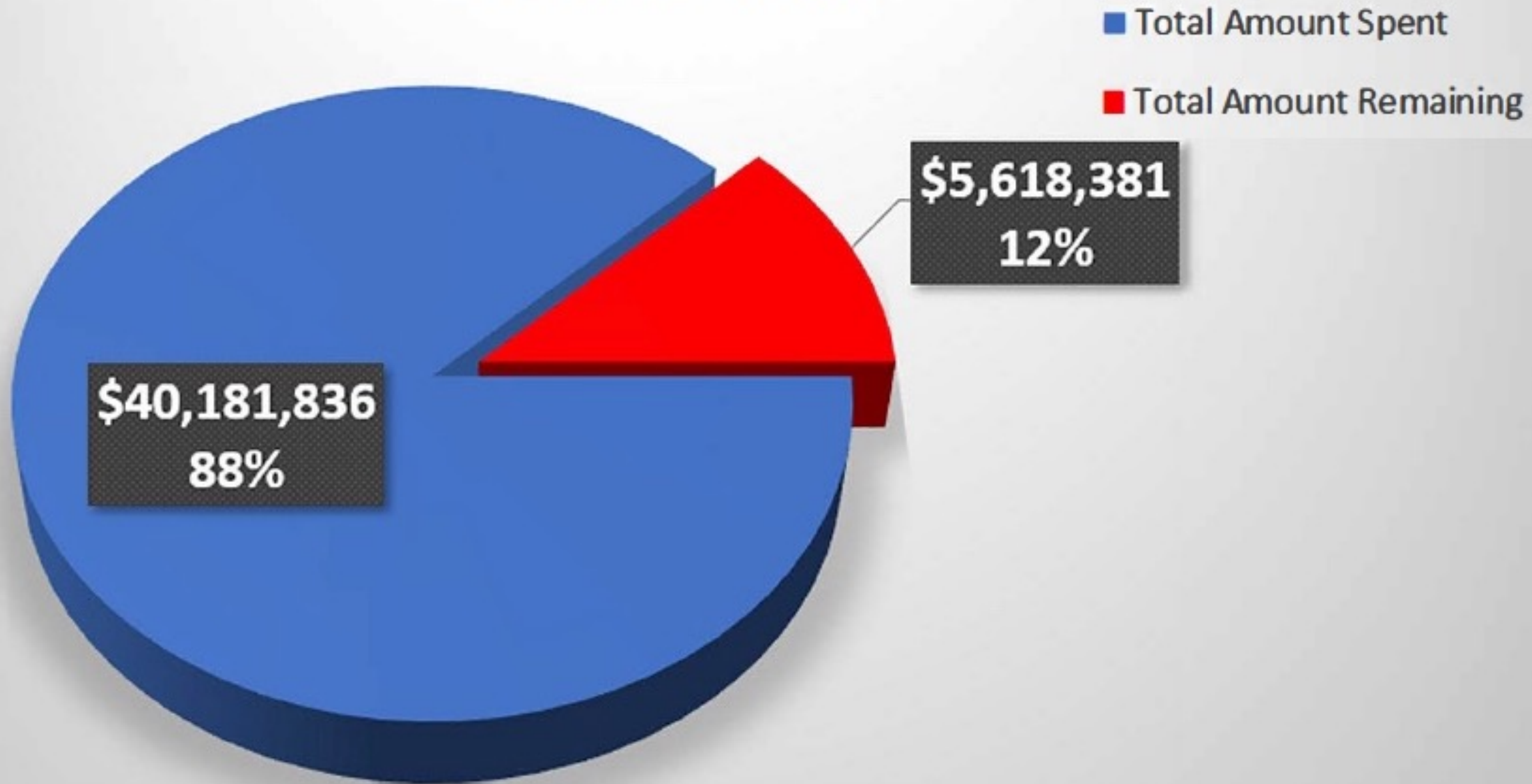
CT BOS 2024 Participant Survey



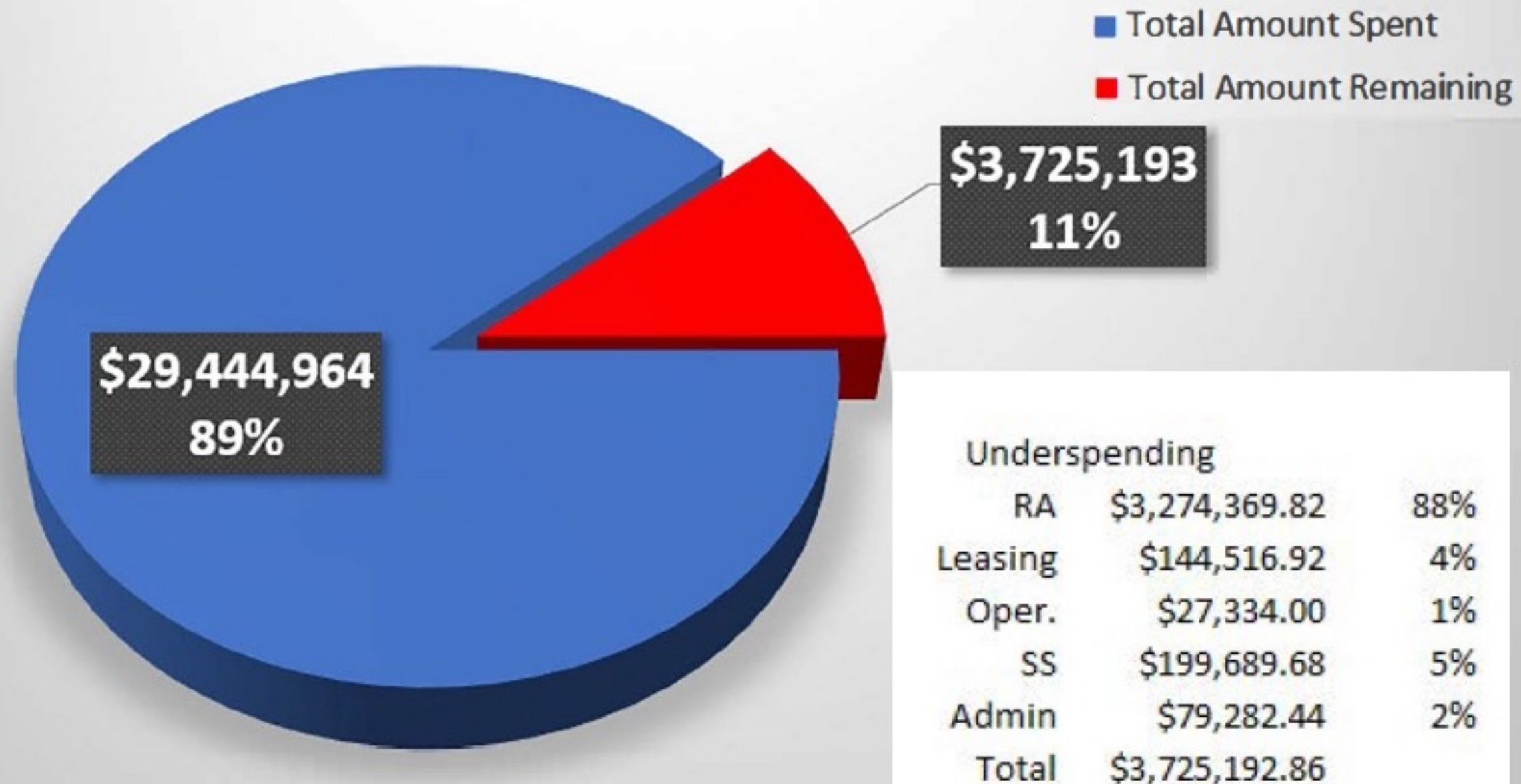
HUD CoC Grant Expenditure Results

BOS Spending Results

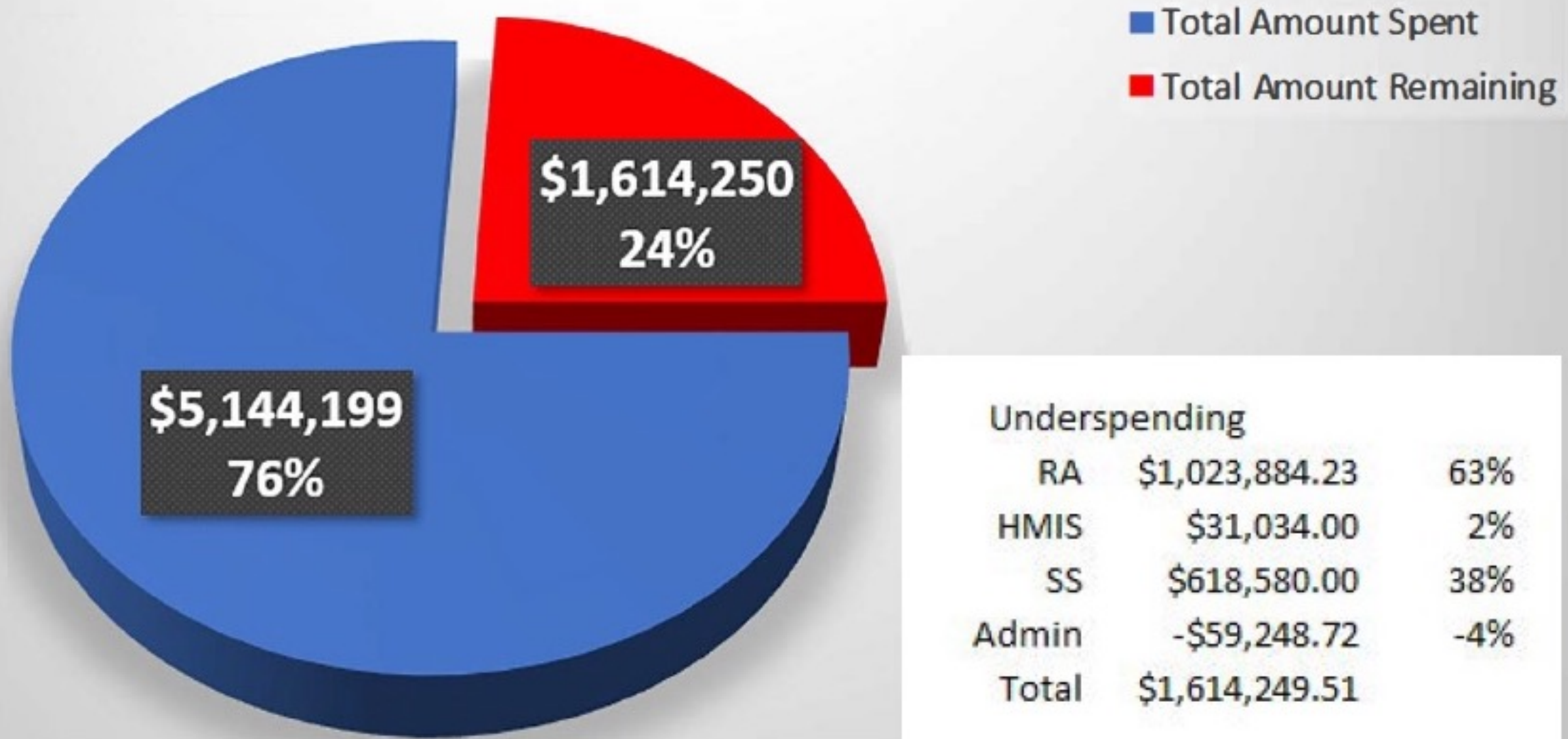
104 HUD Grants



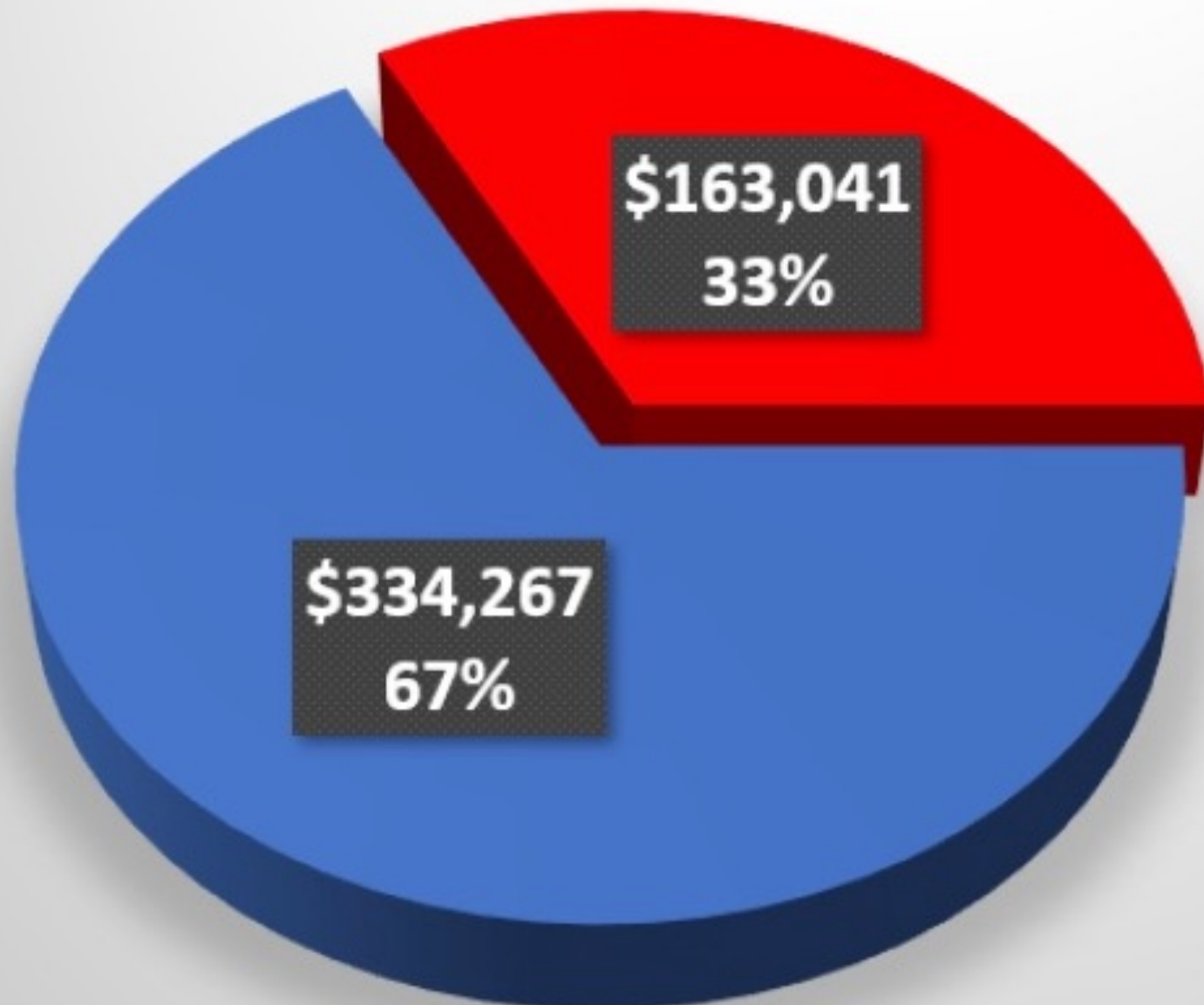
72 Permanent Supportive Housing Programs



8 Adult Rapid Rehousing Programs



6 SSO - Youth Navigators



- Total Amount Spent
- Total Amount Remaining

Spending Challenges



- Tenant rent contribution can be unpredictable
- Difficult and lengthy process to locate units
- Influx of COVID related RRH funding
- PRA programs cannot lease additional scattered site units
- Difficulty filling staff vacancies

Strategies to Reduce Underspending

- Providers to review spending reports regularly.
- Consider converting from Project-based to Sponsor-based Rental Assistance so additional scatter site units can be added
- Shift funds across Budget Line Items (e.g., from rental assistance to services)
- If project has more units than needed in the CAN, consider reducing units via reallocation.



Spending Recommendation from Grievance Committee

- Ensure cross CAN collaboration and BNL sharing to help fill vacancies more promptly when no eligible applicant exists in the CAN where the vacancy is.
- Would this be helpful?
- What is needed to support this?





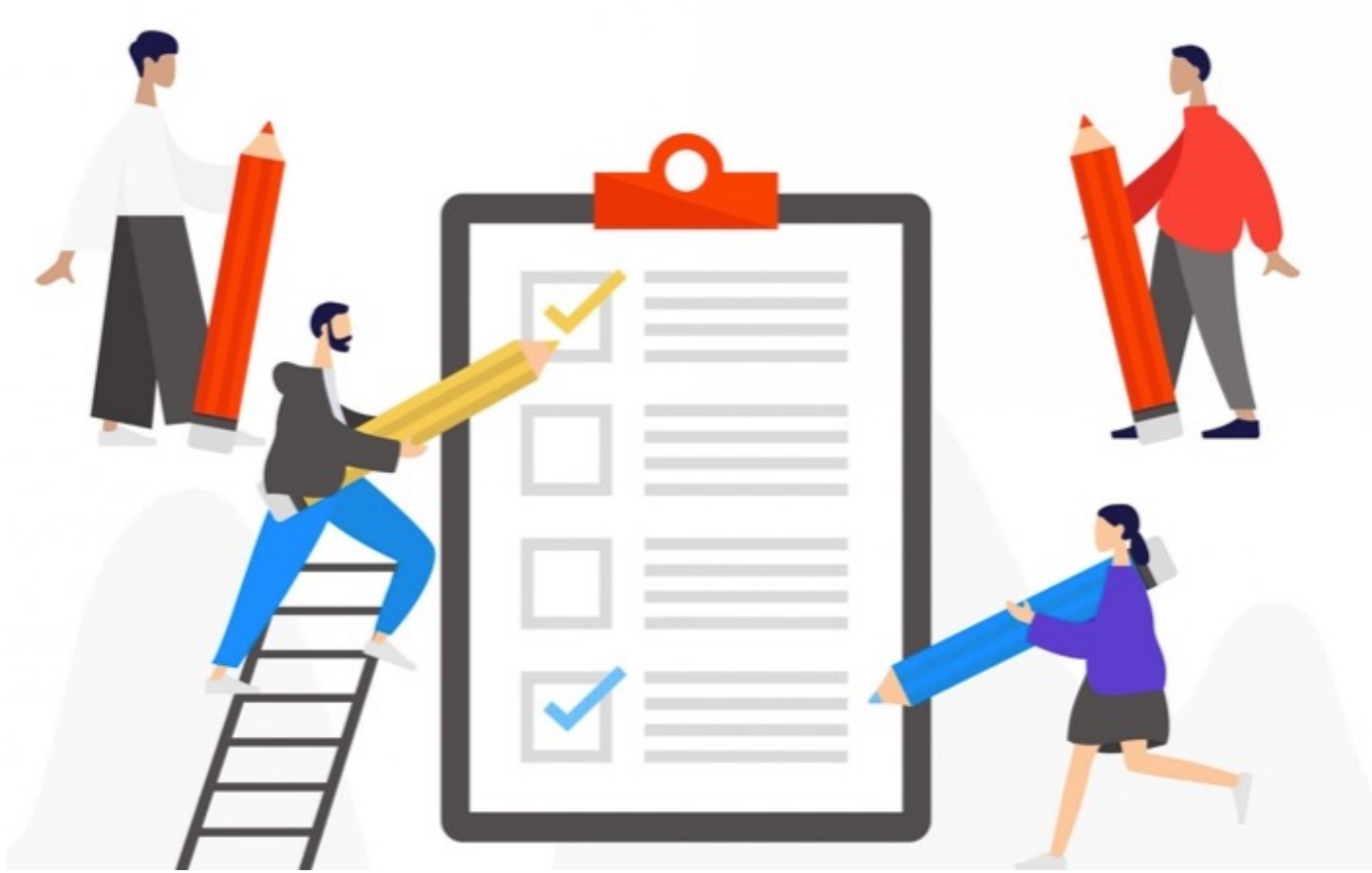
Breakout Rooms

- Introduce yourself, your role and how long you have been attending BOS meetings
- Discussion prompt:
 - What can the CoC do to help agencies improve spending rates on CoC grants?
- *Please identify at least one person to add a few of your group's ideas to the chat box when you return from the breakout session.*



Renewal
Evaluation
Results

Distribute
scores?



Proposed 2024 Renewal Evaluation Criteria

- Discuss today
- Vote at June Steering Committee Meeting

Proposed 2024 Renewal Evaluation Criteria

CT BOS 2024 Renewal Evaluation Criteria Proposed Changes - Spending (Youth and Adult)



Proposed 2024 Spending Criteria:

- Projects over \$2M: leave <\$75K;
- Projects between \$250K & \$2M: spend 90% & leave < \$50k unspent;
- Projects under \$250K: spend 90%

CT BOS 2024 Criteria Proposed Benchmark Changes

Adult Projects – Add Criteria:

- Track (not score): Percentage of adult participants who increased any case income from entry to exit/follow-up

Youth Projects – Adjust Benchmarks:

- Percentage of adult participants who increased earned income from exit/follow-up – Increase benchmark from 20% to 25% (Avg performance in 2023: 28%)
- RRH: Percentage of leavers who exited to permanent housing – lower benchmark from 95% to 85% (Avg performance in 2023: 82%)





CT BOS 2024 Criteria Proposed – Youth Navigators

- Youth Navigator projects have not previously been evaluated
- Proposal to track (not score)
 - Occupancy – Benchmark at least 90% (based on Quarterly Count of Households)
 - Spending - Benchmark same as all other projects (see slide # 40)
 - Participant Surveys – Benchmark at least 35% (same as all other projects)

Special NOFO (SNOFO) Competition Debriefing: CT BOS Score

- Project Capacity, Review, and Ranking: 3.75/4
- System Performance: 11/18
- CoC Coordination and Engagement: 7.75/8
- CoC Plan for Serving Individuals and Families Experiencing Homelessness with Severe Service Needs: 65.68/70
- **Total CT BOS Score: 88.18/100**
- Highest Score Nationally: 92.84
- CT BOS was one of just 4 CoCs nationally to get both unsheltered and rural awards.



SNOFO Updates

- HUD Grant Agreements
 - Field Offices have been trained
 - Issues and Conditions are in eSNAPS,
 - HUD can't execute grants until money is in eLOCCS,
 - Field Offices are prioritizing Quarter 1 CoC Renewals
- Clarification/Highlights from HUD Rural Webinar
 - CT BOS Requires Dedicated PLUS for PSH
 - Special Activities are only eligible in Rural Projects
 - There are quarterly reporting requirements – stay tuned for details

Reach out to the CT BOS team with any needs!



Other Business?



Upcoming Meetings

SC Meeting Schedule

- June 16, 2023; 11-12:30
- July 21, 2023; 11-12:30
- August 18, 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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