

CT Balance of State
(CT BOS)
Continuum of Care
(CoC)
Semi-annual
Meeting

November 17, 2023



Agenda

- Welcome and Chairs Introductions
- Group Agreements for BOS Meetings
- Adopt October Steering Committee Meeting Minutes
- Announcements
- Vote: Point-In-Time (PIT) Count 2024 Methodology
- CT Department of Labor Employment Presentation and Discussion
- System Performance Measures - CCEH
- Break-out Discussions
- Discussion: HMIS Client Portal
- Consumer Leadership Involvement Project (CLIP) 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 October 2023 Steering Committee Meeting Minutes



October 2023 CT BOS SC Minutes

Announcements



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!



2024 CT BOS Renewal Evaluation



Upcoming Deadlines: 12/6/23

- Deadline to submit consumer surveys
- Deadline to complete grant assessment review and refresh data in RED

[Link to Criteria](#)

[Link to RE Webinar Slides](#) & [Recording](#)

[Link to RE Instructions](#)

Webinar: CT BOS and DMHAS Rental Assistance Monitoring – 12/5 10-11:30 a.m.

- Overview of what's new in the updated 2024 [MonitoringGuide](#)
- Resources available to help providers meet the HUD, DMHAS, and CoC requirements
- What to expect during monitoring

Join via: [Zoom link](#); Phone: 646-876-9923; Meeting ID: 895 3537 6100;
Passcode: 399781



Webinar: Introduction to CT BOS

1/11/24 – 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: Policy and Administrative Requirements

1/24/24

10am-12pm

- Equity & Equal Access
- Participant Rights & Notices
- Policies Provider Agencies Must Have
- Other Administrative Requirements

Join Zoom Meeting

[Zoom Link](#)

Meeting ID: 885 4605 2390

Passcode: 420244

+16468769923



Zengine: Grants Management Database

- Gives you access to correct projects in RED
- Signs you up to get CT BOS emails
- Please keep contact information up to date & avoid a Renewal Evaluation score penalty!
- Training & instructions on how to update contact information: [Zengine](#)
 - For a primary contact change – Contact [Shannon](#)



**UPDATE YOUR
CONTACTS!!!!**

Reminder: Steering Committee Attendance Requirements

Voting Members :

Please be sure to attend at least 80% of Steering Committee Meetings.

- This means attending 4 out of 5 meetings.
- Government & Statewide Non-Profit Agencies can send an alternate.



Grant Amendments



Execution of HUD Grants:

- All HUD grants awarded in 2023 should be executed before 12/31/23.
- Please check to be sure all grants have been executed!

Grant amendments:

- Grant recipients: submit proposed amendments to the relevant CAN for approval prior to submission to HUD.
- Please submit grant amendment requests to HUD ASAP - helpful if amendment is complete before the Grant Inventory Worksheet (GIW) process begins.
- Notify CT BOS of any approved amendments and all budget & subrecipient changes - submit to ctboscoc@gmail.com

2024 New Project Priorities – CAN Data

- Each year the Steering Committee adopts new projects priorities:
 - *Types of new project applications included in our application for CoC funds.*
- Help us make sure that priorities are informed by local needs - CANs should submit data to ctboscoc@gmail.com by 12/1/23.
 - See data request originally sent on 10/23 for more information
- Steering Committee will discuss priorities in December and vote in January.



2024 Point-in-time (PIT) Count of Persons Experiencing Homelessness

- Vote on PIT Methodology today
- All Voting members may vote (see next 3 slides)

2024 Proposed PIT Methodology



CT BOS Steering Committee Voting Members

Community Representatives

Tania Banks

Michael Moore

Joel Aboagye

Aleena Durant

Sonia Soto

Melissa Dzierlatka

Heather Craven

Tayna Castillo



CT BOS Steering Committee Voting Members (2)

Government & Not-for-profit Agencies

CT Department of Mental Health and Addiction Services	The Corporation for Supportive Housing
CT Department of Housing	CT Coalition to End Homelessness
CT Department of Children and Families	Partnership for Strong Communities
CT Department of Education	Advancing CT Together
CT Department of Social Services	CT Housing Finance Agency
CT Department of Correction	CT Coalition Against Domestic Violence
CT Department of Labor	
U.S. Department of Veterans Affairs	

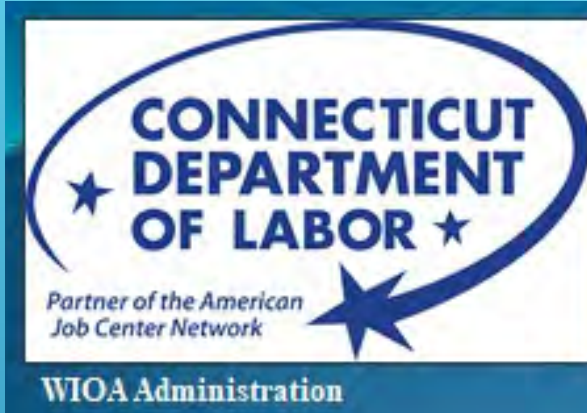


CT BOS Steering Committee Voting Members (3)



Coordinated Access Network (CAN) Representatives

Fenty Lee	Eastern CAN
Kim Jakowski	Eastern CAN
Manssour Hahn	MMW CAN
Deanna Bencivengo	MMW CAN
Samantha Arruda	Western CAN
Nancy Cannavo	Western CAN
Caitlin Rose	Central CAN
Christine Thebarger	Central CAN
Nikki Barnofski	New Haven CAN
Cathleen Meaden	New Haven CAN
Rebekah Lyas	Greater Hartford CAN
Amanda Gordon	Greater Hartford CAN

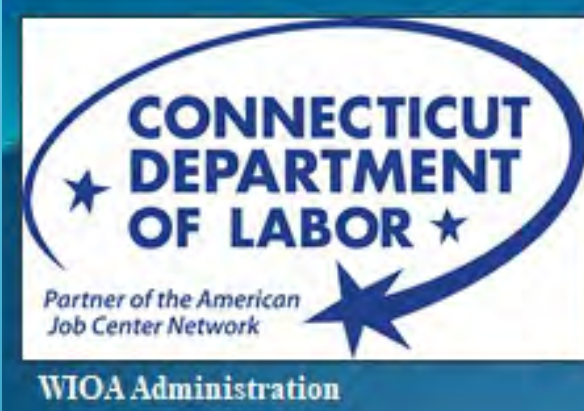


Connecticut Department of Labor Workforce Development Boards

Services offered through the American Job Service
One Stop System

DOL Responses to CT BOS Steering Committee Employment
Questions

CTBOS presentation 11/17



Presenters CTDOL

Rob Bongiolatti- Operations Coordinator
robert.Bongiolatti@ct.gov

Heriberto "Eddie" Cajigas- Manager of Community Advocacy
heriberto.cajigas@ct.gov

Erica Tew- Director of WIOA Administration Unit
erica.tew@ct.gov



WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with **significant barriers to employment**, into high-quality jobs and careers and help employers hire and retain skilled workers.

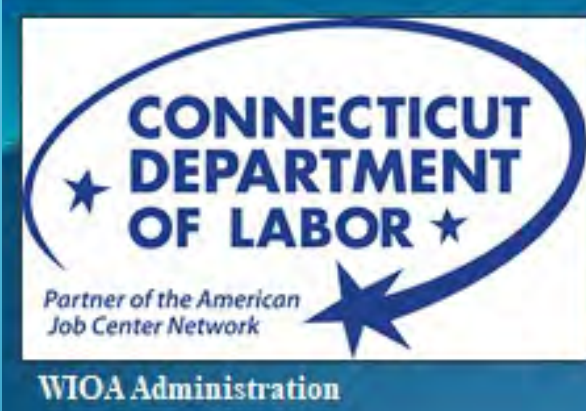
The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy



Connecticut's Workforce System

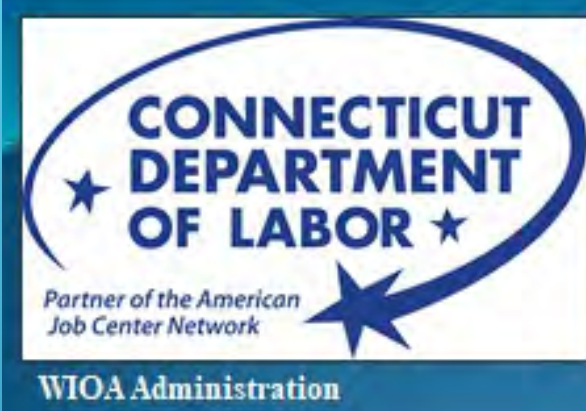
The Governor's Workforce Council has been tasked with setting strategy and policy for the state's Pre-K through retirement workforce pipeline, and to serve as the prime coordinator for businesses, educators, trainers, state agencies, state workforce boards, non-profits, and others. The council also is responsible for submitting the states 4 year annual plan to USDOL which describes the Governor's statewide goals for workforce development in CT.

https://portal.ct.gov/-/media/SDE/Adult-Ed/Federal/Connecticut_PYs_2020-2023_2.pdf



Connecticut's Workforce System

CTDOL WIOA Administration Unit is responsible for the administration of Workforce Innovation and Opportunity Act (WIOA). This act provides federal funds that are distributed to Connecticut's five Workforce Development Boards (WDB's). WDBs allocate funds to other organizations that help unemployed and under-employed people succeed in the job market and increase their wages by completing their education, getting new job skills, finding new jobs, and more. Equally important, the WDBs help match employers with the skilled workers they need.



Connecticut's Workforce System

CTDOL as a partner in the states workforce system, directly administers:

- State funded Workforce Programs
- Labor Exchange services, Job search assistance, workforce labor market information, referrals to employment and other employment related services.
- Unemployment Benefits
- Trade – services for individuals affected by foreign competition.
- Rapid Response -



CT Workforce Development Boards

North Central Region: Capital Workforce Partners

1 Union Place, Hartford, CT 06103

860-522-1111

www.capitalworkforce.org

South Central Region: Workforce Alliance

560 Ella T. Grasso Blvd, New Haven, CT 06519

203-867-4030

www.workforcealliance.biz

Eastern Region: Eastern CT Workforce Investment Board

108 New Park Ave, Franklin, CT 06254

information@ewib.org

860-859-4100

www.ewib.org

Northwest Region: Northwest Regional Workforce Investment Board, Inc.

249 Thomaston Ave, Waterbury, CT 06702

203-574-6971

www.nrwib.org

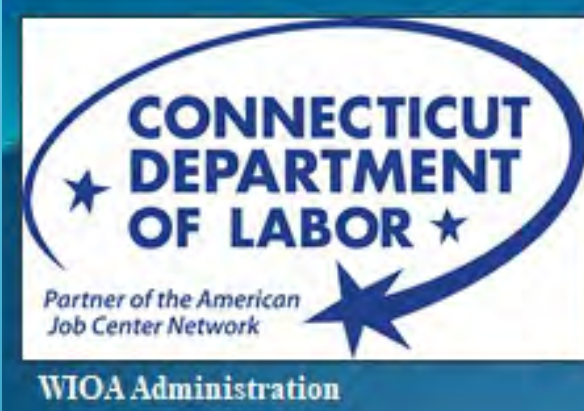
Southwest Region: The Workplace, Inc.

1000 Lafayette Blvd Suite 501, Bridgeport, CT 06604

info2@workplace.org

203-610-8500

www.workplace.org



Connecticut's Workforce System All services are delivered through the states American Job Centers.

In CT, we have a total of 20 AJCs (6 Comprehensive and 14 Affiliates)

Comprehensive offices provide a wide range of employment services. They can also provide access to unemployment assistance.

Affiliates are smaller offices that offer self-service career centers and a select number of employment services. This may include hiring events, workshops, and employment services for veterans.

Services at the AJCs include but are not limited to hiring events, professional development workshops, i.e., resume development, resume critique, interview skills, employment services for veterans.

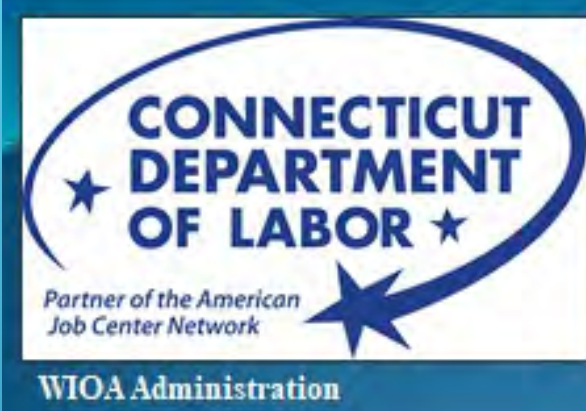




Connecticut's Workforce System

WIOA Title I – Funding is limited and generally occurs once per year around April. Funds are allocated per region utilizing a state statutory formula. Funding is allocated into three programs.

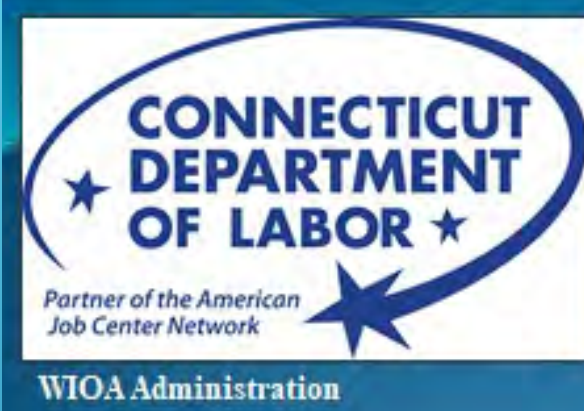
- Adult - Generally low income with barriers (homeless included)
- Dislocated Worker – Generally unemployed, collecting or exhausted unemployment. Includes long unemployed 26 plus weeks.
- Youth – In school 14-21 Out of School – 16-24 – Generally Low income with barriers



WIOA Programs Adult and Dislocated Worker

Basic Services Include:

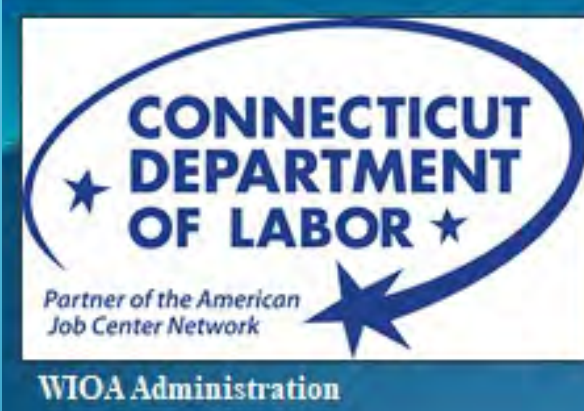
- Eligibility
- Outreach/Intake (including TANF)
- Initial assessments
- Labor exchange – Labor Market Info, Job Searches, Program Information/orientation, UI Info.



WIOA Programs Adult and Dislocated Worker

Individualized Services Include:

- Comprehensive and specialized assessments ie: Basic Skill Deficiency
- Interviewing and evaluation through an Individualized Employment Plan
- Group and Individual career counseling
- Career Planning
- Short term pre-vocational services including soft skills ie Resume, Interviewing, etc.
- Internships including paid and unpaid work experiences
- Workforce preparation activities/Financial Literacy
- English as a second language/integrated education and training programs
- Follow-up services

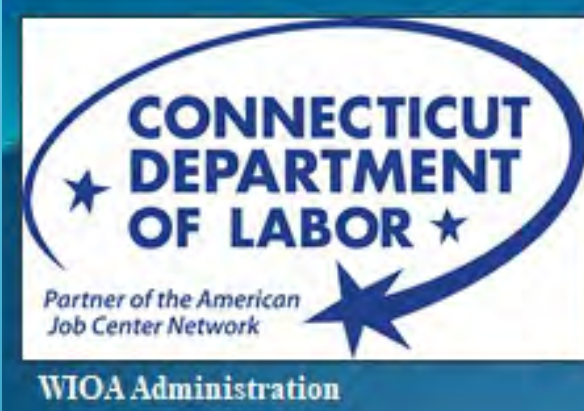


WIOA Programs Adult and Dislocated Worker

Training Services Include:

- Occupational Skills Training from allowable eligible training providers
- Skills upgrading and retraining from allowable eligible training providers
- On the job training and employment training to keep companies from closing
- Programs that combine workplace training and related instruction
- Apprenticeship
- Entrepreneurial training and transitional jobs
- Adult Education Training
- Employer developed customized training

NOTE: Not all training types are offered in all regions and may be subject to limitations.



WIOA Youth Programs

In addition to training services indicated in the previous slides the youth program allows youth to select from the following 14 core services:

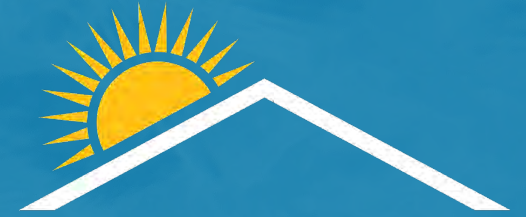
- Tutoring, study skills training, instruction, and dropout prevention services
- Alternative secondary school services and dropout recovery service
- Paid and unpaid work experiences
- Occupational skills training
- Education offered concurrently with workforce preparation and training
- Leadership development opportunities
- Supportive services
- Adult mentoring
- Follow up services
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market information
- Post-secondary preparation and transition activities



State Funded Workforce Programs

- ACI
- Cradle to Career
- Summer Youth Employment
- Job Funnel
- Long term unemployment
- Mortgage Crises
- Manufacturing Pipeline
- OIC
- Second Chance
- Platform to Employment
- Building better Futures





**SYSTEM PERFORMANCE MEASURES (SPM)
FFY 2022-2023**

NOVEMBER 17, 2023

PRESENTER

ROSE KELLY

INTERIM DIRECTOR HMIS AND
STRATEGIC ANALYSIS

CCEH

RKELLY@CCEH.ORG

AGENDA

- REVIEW SPM METRICS FFY 2022 AND 2023
- IMPORTANCE OF DATA QUALITY FOR SPM METRICS
 - Data Cleanup Tips
- RESOURCES AND INFORMATION

PURPOSE OF SPM METRICS



HUD assesses the efficacy of the statewide homelessness service system



Directly related to funding



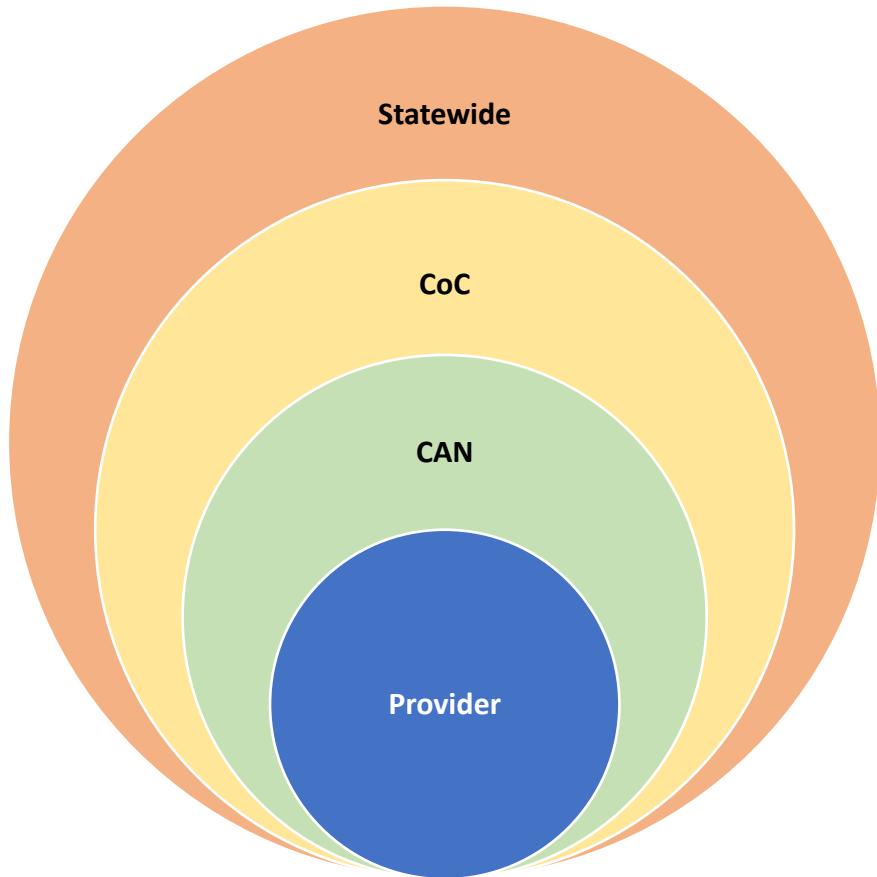
Inaccurate data can misrepresent the effectiveness of our system and reduce funding opportunities

- Plan for regular data quality assessment
- Work on data cleanup throughout the year



Critical that all levels of the statewide system monitor the quality of their data entry

DATA QUALITY AND FUNDING



All partners are responsible for data accuracy



Quality data accurately reflects successes and areas for improvement



Programs with steady outcomes or improvements are more likely to receive funding



Programs that underperform may lose funding

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

METRIC 1A – ES AND SH || ES, SH AND TH

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
FFY2021	3918	83	56
FFY2022	4451	83	57
FFY 2023 to date (9/6/2023)	4625	88	59

Summary: Values have increased from FY 2022

- Enrollments counts have gone up for FFY2023
- Average Length of Stay and Median Length of Stay both have shown increases.

1a ES, SH, TH	Total Clients	Average	Median
FFY2021	4306	90	59
FFY2022	4822	89	59
FFY 2023 to date (9/6/2023)	5035	88	62

Summary: On track for values comparable to FY 2022

- Enrollments counts have gone up for FFY2023
- Average Length of Stay has decreased, and Median Length of Stay has shown a slight increase.

METRIC 1B – ES, SH AND PH || ES, SH, TH AND PH

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
Y2021	4987	431	192
Y2022	5613	426	200
FFY 2023 to date (9/6/2023)	5619	431	209

Summary: On track for values comparable to FY 2022

- Enrollments counts have gone up for FFY2023
- Average Length of Stay and Median Length of Stay both has shown a slight increase.

1b ES, SH, PH, TH	Total Clients	Average	Median
FFY2021	5287	426	192
FFY2022	5913	420	200
FFY 2023 to date (9/6/2023)	5957	420	207

Summary: On track for values comparable to FY 2022

- Enrollments counts have gone up for FFY2023
- Average Length of Stay remains same and Median Length of Stay has shown a slight increase.

METRIC 2 – % RETURNS TO HOMELESSNESS IN 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
FFY2021	13%	22%	17%	67%	13%
FFY2022	26%	24%	14%	25%	14%
FFY 2023 to date (9/6/2023)	27%	32%	18%	50%	17%

Summary: Currently percentages for returns have increased from FFY2022

- All the program types have increases in the percentage of clients returning to the system.
- The largest increases are in SH (50%), ES (32%), TH (18%), PH (17%) with a slight increase for SO (27%).

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
FFY2021	3887	53	470	4410
FFY2022	4577	50	455	5082
FFY 2023 to date (9/6/2023)	4835	55	487	5377

Summary: Values have increased from FY 2022

- Total enrollments have increased for all program types.

METRIC 4.1 - 4.6 – % OF CLIENTS WITH INCREASED TOTAL INCOME FOR TH, SH, PH



- 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	% Increased Income Stayers	% Increased Income Leavers
FFY2021	43%	34%
FFY2022	47%	34%
FFY 2023 to date (9/6/2023)	47%	36%

Summary: Counts expected to be comparable to FY 2022

- Stayers with increased total income remains stable with a slight increase in the percentage of Leavers with increased total income.

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
- **Counts are expected to be comparable to FY 2022**



Actions:

- Monitor increases in your programs' homeless populations
- Review the client circumstances that contributed to their homelessness
- Be aware of public policies that might impact increases or decreases

Year	5.1 ES, SH, TH	5.2 ES, SH, TH, PH
FFY 2021	2356	2970
FFY 2022	2610	3204
FFY 2023 to date (9/6/2023)	2715	3236

Summary: Counts are expected to be comparable to FY 2022

- There is a slight increase in values for both metrics.

SPM DATA CLEAN UP SUMMARY

- The Data team is working with SPM client detail to identify outliers for LOS for metrics 1a 1b and outreaching directly to providers
 - Will collect responses from providers to identify which enrollments were valid outlier values and which had been corrected
- The Team will provide outreach to providers for Metric 4 clients missing income entries
 - Working with Nutmeg on best source of data
- CCEH is providing data clean up resources for providers as outreach continues
 - Clean up is expected to be completed by the end of December

THE DATA QUALITY ALERT DASHBOARD(DQAD)

The DQAD is a tool designed and implemented by Nutmeg, to inform users of potential data issues in the client record. It provides details on how to correct and interpret the impact of each issue.

- It provides alerts directly to case managers as they work with client records
- The alerts are computed nightly to assure the data is up-to-date
- Nutmeg is planning to increase the number and types of alerts over time

Link to the Dashboard: <https://cthmis.com/ct-hmis-new-data-quality-alert-dashboard/>

CCEH Data Clean Up Resources – Step-by-Step Guides

<https://www.cceh.org/data-quality/>

Date Homelessness Started Clean Up Guide

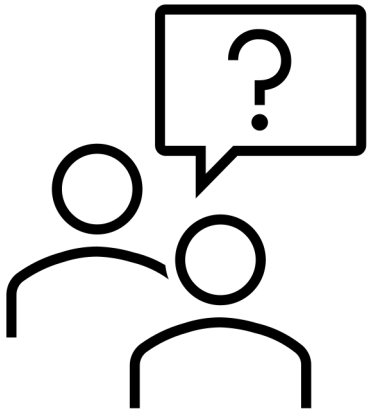
Emergency Shelter Length of Stay Clean Up Guide

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



QUESTIONS AND ANSWERS



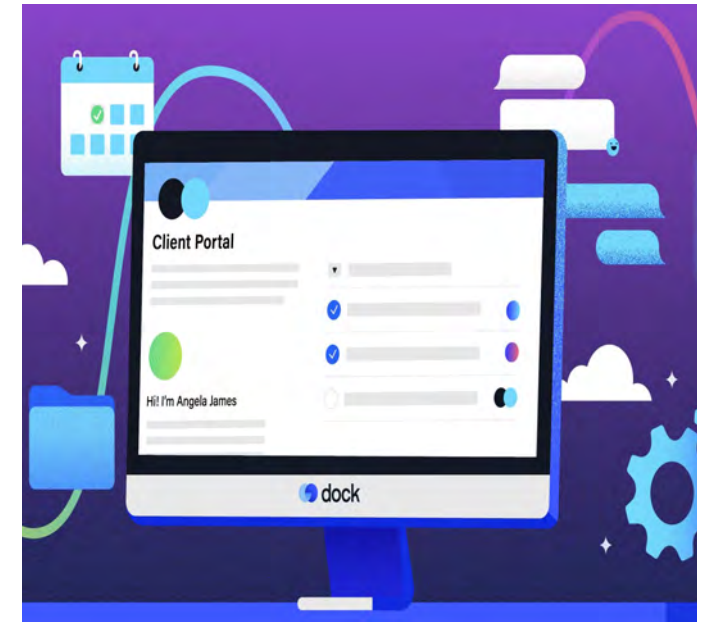
Break-out Rooms

- Introduce yourself, your role, and say how long you have been attending CT BOS Steering Committee meetings
- Discussion Question for today:
 - Is there anything surprising or that you want to learn more about related to our performance on these outcomes?
 - What action steps should the CoC be taking to improve performance?

Reminders: To join a group, accept the invitation. If you are in a breakout room alone, leave the room to get reassigned.

Client Portal in HMIS – Background

- Have funding available in 2023-2024 Planning Grant
 - Enough to fund the CaseWorthy software module and Nutmeg to support build out (approx. \$40,000)
- Over the past 6 months, did a series of CaseWorthy Client Portal Demos
 - Steering Committee demo
 - Follow up open session demo
 - Demo Session for Persons with Lived Experience
 - Training Link Provided for follow up
- Conducted Interviews with groups using Client Portals
 - Santa Clara County, CA - BitFocus
 - Goodwill – CaseWorthy
- Discussion today – whether to recommend that the HMIS Steering Committee adopt a Client Portal in the CT HMIS



Feedback on Client Portal Demos - 1



Feedback from persons with lived experience of homelessness (PLEH) was extremely positive:

- Access to this information would provide a huge benefit.
- Storing and easy access to documents would improve coordination and reduce delays.
- Notifications about appointments, resources & referrals would enhance communication and help with housing.
- Clients would use the system.
- No concerns or negative feedback was noted.

Feedback on Client Portal Demos - 2

- Feedback from providers was also positive but there were some concerns
 - Great to have a place to store documents
 - Possibility of using to remind PSH tenants about annual requirements for inspections, income verification
 - Might provide way for clients with social anxiety to get information and communicate with staff
 - Way for people to update location/contact info
 - Concern that clients won't use the system
 - The work between staff and clients is face-to-face and technology should not replace this
 - There are other HMIS needs that should be prioritized over this



Interviews with Client Portal Users - 1

Santa Clara County, CA (BitFocus):

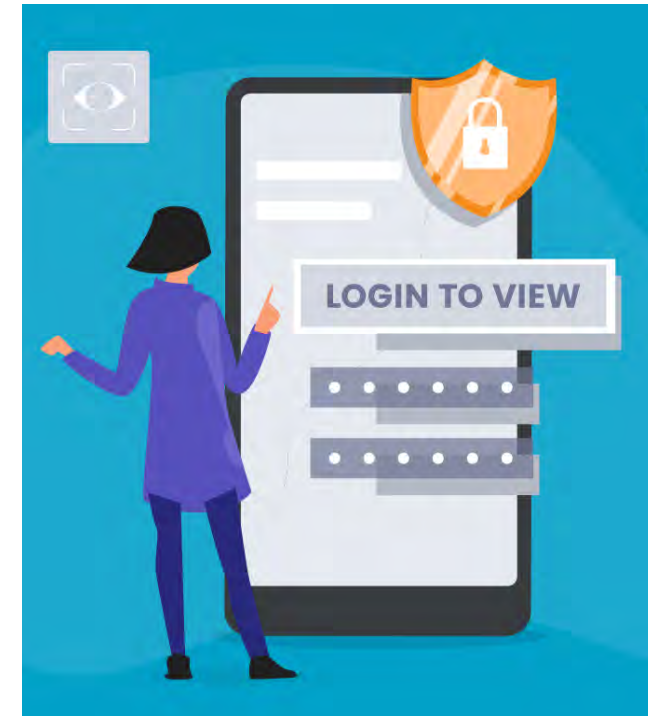


- Two-year process to build the software
- Piloted with 7 agencies
- Pilot showed clients would use the system.
- Clients participating in pilot had a positive experience.
- Revised software and now using the following features:
collecting client documents, signing Releases of Information,
Assessments, Calendar, Messaging, Resource Directory, Location
Functions
- Started system-wide roll-out November 2023
- System cost was hundreds of thousands of dollars

Interviews with Client Portal Users - 2

Goodwill Industries (CaseWorthy)

- Highly recommended CaseWorthy's product
- Several hundred client using the system and clients use & like it.
- Very positive experience
- Use it for intake and clients have dashboards with alerts and ways to congratulate them on successes
- Use it to share community resources, post videos of trainings etc.
- More secure than email or text
- Mobile friendly



Client Portal Next Steps Discussion



- Additional thoughts/questions/comments from the group on the Client Portal?
- Is there a motion to recommend that the HMIS Steering Committee adopt the CaseWorthy Client Portal module as part of the CT HMIS?
 - All SC members can vote on this.
 - If motion is made, vote today or next month?

CLIP November Update

Ebony Beall, Aleena Durant, Nick Galella,
Raven Johnson, Theresa Miles,
Tracy Samuel

2023 Accomplishments

- Attended steering committee meetings
- Aleena Durant: elected to committee
- Completed Group Agreements
- Creating a Resource Guide
- Group tour of 211 in Rocky Hill

2024 Tasks

- Involvement in legislative advocacy
- Contributing to NOFO
- Community collaborations
- More seats on the committee



Partner Announcements

Other Business?



Upcoming Meetings

Steering Committee Meeting Schedule

- December 15, 2023; 11-12:30
- January 19, 2024; 11-12:30
- February 16, 2024; 11-12:30
- March 15, 2024; 11-12:30
- April 19, 2024; 11-12:30
- May 17, 2024; 11-12:30
- June 21, 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)



CT BOS CoC

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