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

December 16, 2022

Agenda

- Welcome
- Group Agreements for meetings and Introductions
- Adopt November Steering Committee Meeting Minutes
- Announcements
- Point-in-time Count of Persons Experiencing Homelessness – Vote on Methodology
- CT BOS Grievance Policy Updates
- Community Representatives – Bylaws proposed change for young adults
- Monitoring Updates
- NOFO/SNOFO Follow Up
- SSI/SSDI Outreach, Access, and Recovery (SOAR) Update
- Other Business
- Upcoming Meetings

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
- Reminder to honor the Conflict of Interest Policy

Introductions in Break-out Rooms

Groups of 4 people.

Introduce yourself and share (if you want):

- A great memory from 2022 and/or
- Your hopes/wishes for 2023

Approve CT BOS November 2022 Steering Committee Meeting Minutes

[CT BOS November SC Meeting Minutes](#)

Announcements

Thank you & Farewell
Alanna Kabel, HUD CPD Director

Samantha Arruda, CHD

CT BOS Steering Committee CAN rep for Western CAN

CoC funded Providers to execute HUD grants by 12/31/22

HUD Grant Amendments

- What activities require a grant amendment?
  - Change of recipient
  - Change of project site
  - Additions or deletions in the types of eligible activities approved for a project
  - A shift of up to 10% from one approved eligible activity to another activity
  - A reduction in the number of units
  - A change in the subpopulation served

HUD Grant Amendments (2)

- **Grant recipients must submit proposed grant amendments to the relevant CAN for approval prior to submission to HUD.**

◦ Prepare a detailed, written request to the HUD Field Office

◦ Explain the reason for the change

◦ Justify same or better level of service

◦ Attach all relevant revised application and technical submission exhibits reflecting the proposed change(s)

◦ Cannot make the change until approved and contract is amended by HUD

HUD Grant Amendments (3)

- If you are considering submitting a grant amendment request to HUD on an executed grant agreement, please do so now.
- Helpful if amendment process is complete before HUD issues the Grant Inventory Worksheet (GIW).
- **Grant recipients are required to notify the CT BOS Steering Committee of any approved amendments - submit to ctboscoc@gmail.com**

Coordinated Access Network (CAN) Data Request

- Each year Steering Committee (SC) sets priorities for HUD CoC new project funding
- Requesting info from CANs about local needs
- CANs to provide data on unmatched households:
  - *Verified Chronic on By-Name List*
  - *Shelter waiting list*
  - *Prioritized for RRH*
- CAN Data Request form due 1/16/2023
- SC to discuss priorities in January and vote in February

CAN Data Request

CT BOS - Renewal Evaluation Reminder Deadlines & Key Dates

- TODAY - 12/16/22 Deadline to submit consumer surveys

- TODAY - 12/16/22 Deadline to complete the initial submission process in RED (i.e., complete grant assessment review and refresh data)

- 1/6/23 Deadline for providers to submit support requests: Link to Support Page

- 1/20/23 Deadline to make data changes and refresh in RED

Vote on CT BOS 2023 Housing Inventory & Point-in-time Count of Persons Experiencing Homelessness Methodology

All Steering Committee members can vote!

CT BOS 2023 HIC & PIT Methodology

Discussion Proposed Changes to CT BOS Grievance Policy
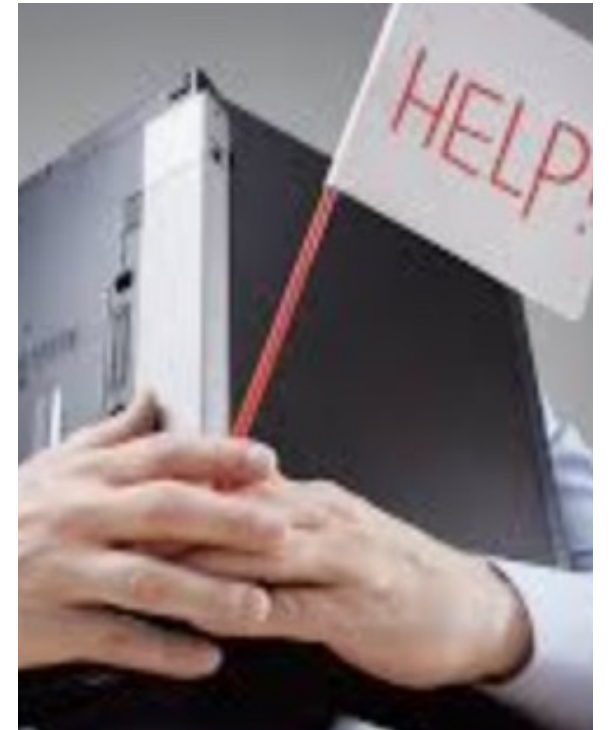
Proposed Changes to CT BOS Grievance Policy

Vote in January.

Proposed Changes to CT BOS Grievance Policy

Background

- Grievance Committee reviewed provider grievances on Renewal Evaluation and a grievance from a PSH participant.
- Grievance Committee made recommendations for Steering Committee consideration.

Proposed Changes to CT BOS Grievance Policy (2)

Define timeframes in Grievance Policy for Consumers:

- Consumers must file the grievance within 30 days of having received notification of the outcome of the grievance filed with the relevant provider agency.

- The written decision shall also indicate the opportunity to request within 15 days a final review by the CT BOS Steering Committee Co-Chairs, and provide instructions for requesting the final review, including contact information

Proposed Changes to CT BOS Grievance Policy (3)

Clarify process for CAN Grievances:

- People who have a problem with CAN assistance can use the CT BOS Grievance process.

Align the CT BOS Grievance Policy with the Statewide RRH Operations Guide:

- People who have a problem with RRH assistance must first file a <u>Participant Concern Form</u>. If they remain dissatisfied, they can follow the CT BOS Grievance Policy.

Proposed Changes to CT BOS Grievance Policy (4)

Establish a notification requirement: Proposed Complaint & Grievance Notification Requirement

CT BOS funded projects and Coordinated Access Networks (CANs) are required upon application, at project entry and at a minimum annually to:

- Provide participants with a notice summarizing grievance rights; and

- Review the notice with participants/applicants to help them understand their grievance rights.

Proposed Changes to CT BOS Grievance Policy (5)

Clarify Limitations on Provider Grievances Related to Renewal Evaluation

- The Grievance Committee will not consider grievances based on circumstances that are commonly experienced across projects. For example, grievances based on a challenging housing market, staff turnover, or housing stability challenges commonly faced by participants.

Intent: to ensure criteria are applied equitably across projects.

Community Representatives – Governance Charter Proposed Change for Youth Seats

Background:
- Only one of the two CT BOS Steering Committee seats for Persons with Lived Experience of Homelessness who also serve on the Youth Advisory Board (YAB) is filled.
- Proposed change will enable filling the 2nd seat while honoring the intent to have young adults on the Steering Committee.
- Vote today or in January?

Governance Charter Proposed Change for Youth Seats

Community Representatives Bylaws Proposed Change for Young Adults (2)

CoC Steering Committee Member Selection

Two of the Community Representative seats are for Persons with Lived Experience of Homelessness who ~~also serve on the Youth Advisory Board (YAB)~~ are under the age of 25 (i.e., Youth Community Representatives).

New members may be added by a majority vote of the existing Steering Committee. Youth Community Representatives who turn 25 years of age may continue to serve out their term and may opt to run for a non-designated Community Representative seat in the next annual election.

Monitoring Updates

CoC Project Monitoring Tool & Guide – 2023

See page 49

Less Monitoring

- NO CT BOS MONITORING IN 2023
- HI TO MONITOR 4 COC RENTAL ASSISTANCE PROJECTS ON BEHALF OF DMHAS

# New Section in Monitoring Guide: Emergency Preparedness and Response

Agencies required to have an **Emergency/Disaster Preparedness and Response Plan** that includes:

- A risk assessment to identify the potential crises on which to focus

- Plan to coordinate with relevant partners (e.g., public health, emergency management, etc.)

- Emergency Protocols to minimize the impact and loss & ensure that time-sensitive and critical services can continue or be quickly resumed

- Plan to communicate with staff, clients, volunteers, board, funders, partners, public during an emergency

New – Emergency Preparedness and Response (2)

Plan also to include:

- Steps & timeline for for post-crisis evaluation and plan revisions

- Protocols for training staff on executing and following the plan
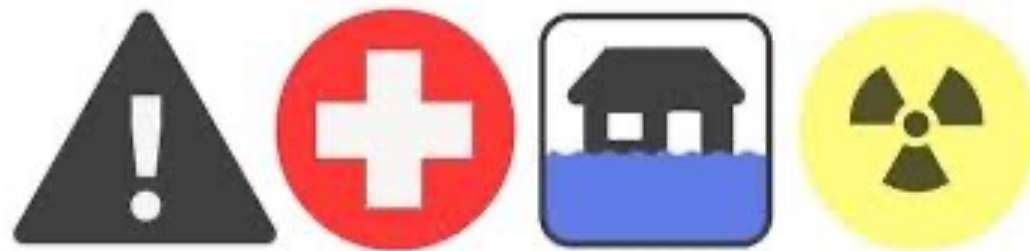
ARE YOU PREPARED?

New – Infection Control & Public Health Emergencies

Has the project incorporated into its approach to infection control and response to public health emergencies:

- Maintenance of operations to ensure continuation of critical services

- Coordination with local public health partners

- Monitoring of the situation and distribution of critical information to staff & clients

- Adjusting job duties and providing self-care resources to staff

New – Infection Control & Public Health Emergencies(2)

In addition:

- Risk reduction protocols, symptom screening & testing in accordance with guidance from public health authorities

- Efforts to build vaccine confidence among participants & staff

- Coordination with public health partners to ensure vaccine prioritization for high-risk participants and staff and convenient vaccination opportunities

NOFO/SNOFO Feedback

Improvements:

- Better align BOS new project application with HUD application in esnaps

Support Needed:

- For renewal projects, provide guidance on roles and responsibilities for subrecipient providers
- For new projects, provide information on next steps including possible award dates
- Need more guidance on how to complete sub-pop sections in applications

Additional Comments:

- Get CAN feedback on local priorities for funding
- Try to avoid multiple deadlines for the same date
- Trainers need to be mindful during webinars to fully explain concepts and check in regularly with participants to ensure everyone is understanding the material.

What is SOAR?

- A model for assisting eligible individuals to apply for Social Security Administration (SSA) disability benefits

- For individuals who are experiencing or at risk of homelessness and have a serious mental illness, co-occurring substance use disorder, or other physical disabilities

- Sponsored by SAMHSA in collaboration with the Social Security Administration (SSA) since 2005

- All 50 states and Washington, DC currently participate

A Foundation for Recovery and Resiliency

More Than Income

- Access to more robust health care and housing

- Increased education and employment opportunities

- Decrease in incarcerations and hospitalizations

- Ability to maximize income

SSI/SSDI: One Brick in Foundation
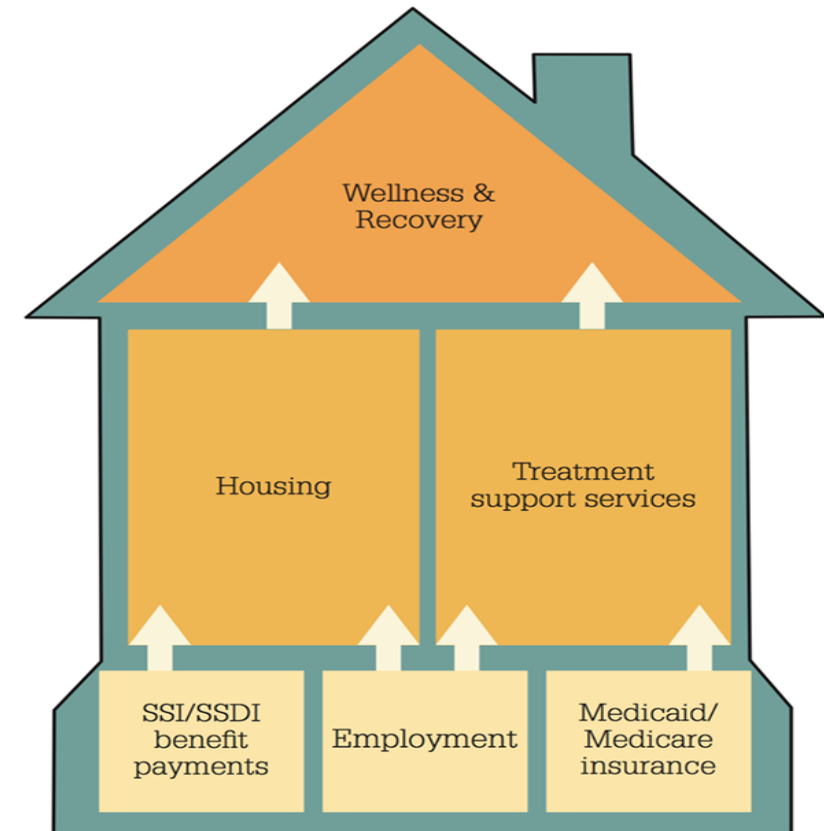
How do States and Communities Benefit?

SSI and Medicaid bring federal dollars into states, localities, and community programs:

- Health providers can recoup cost of uncompensated care.
- States and localities can recoup the cost of public assistance.
- Cash benefits and back payments received by individuals is spent in the local community *(2021: $564 million*).*

* https://soarworks.samhsa.gov/article/soar-outcomes-and-impact

The SOAR Critical Components

- As the applicant's representative a SOAR-trained case worker works collaboratively with the applicant to submit a complete SSI/SSDI application:
  - Regular communication with the applicant
  - Extensive engagement process
  - Clearly link the applicant's diagnoses to their functional limitation
  - Case worker will communicate regularly with SSA and DDS, and provide additional information when needed


SOAR Critical Components

Using these five SOAR Critical Components, case workers play a central role in gathering complete, targeted, and relevant information for SSA and DDS, resulting in high-quality SSI/SSDI applications. These components significantly increase the likelihood of an approval for those who are eligible.

1. Serving as the Applicant's Representative

2. Collecting and Submitting Medical Records

3. Writing and Submitting a Medical Summary Report (MSR)

4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source

5. Completing a Quality Review of Applications Prior to Submission

SOAR Works!
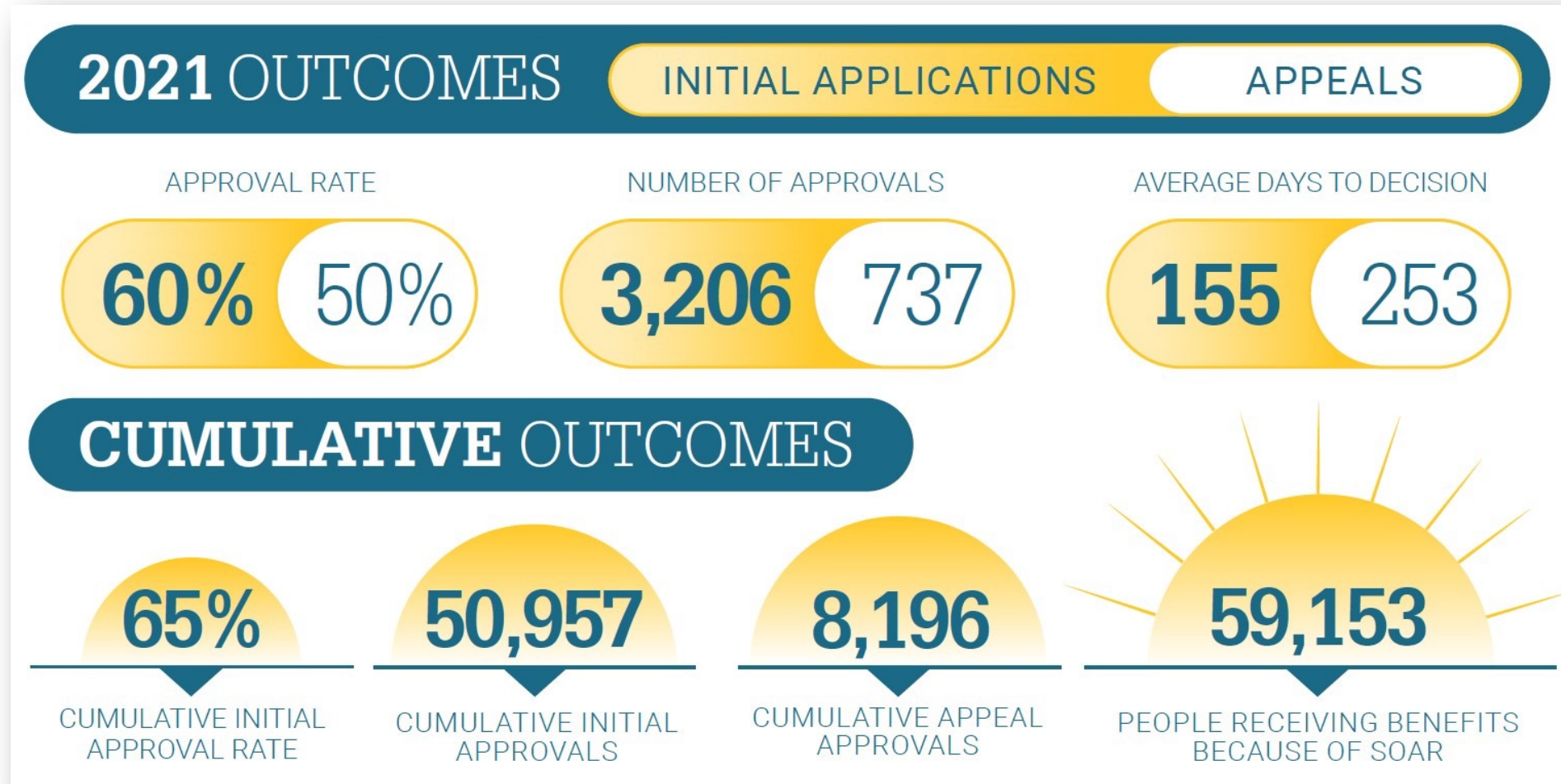
*National SOAR outcomes as of June 30, 2021
https://soarworks.samhsa.gov/article/soar-outcomes-and-impact

2021 Financial Outcomes

SOAR in Connecticut

- The CT Department of Mental Health and Addiction Services funds 8 full-time, dedicated SOAR staff through COVID-19 funds. Funding has been secured through March of 2025.

- In addition to this, a dozen staff at various homeless-services agencies are also SOAR trained.

- New capacity and ensures at least one full-time dedicated SOAR position in every CAN.

- We host case conferences for all SOAR-trained staff every other month

State of Connecticut
Towns by County

(Select on a town name from the above map or bookmark to the left to view the Town Road (TRU) map in Adobe .pdf format)
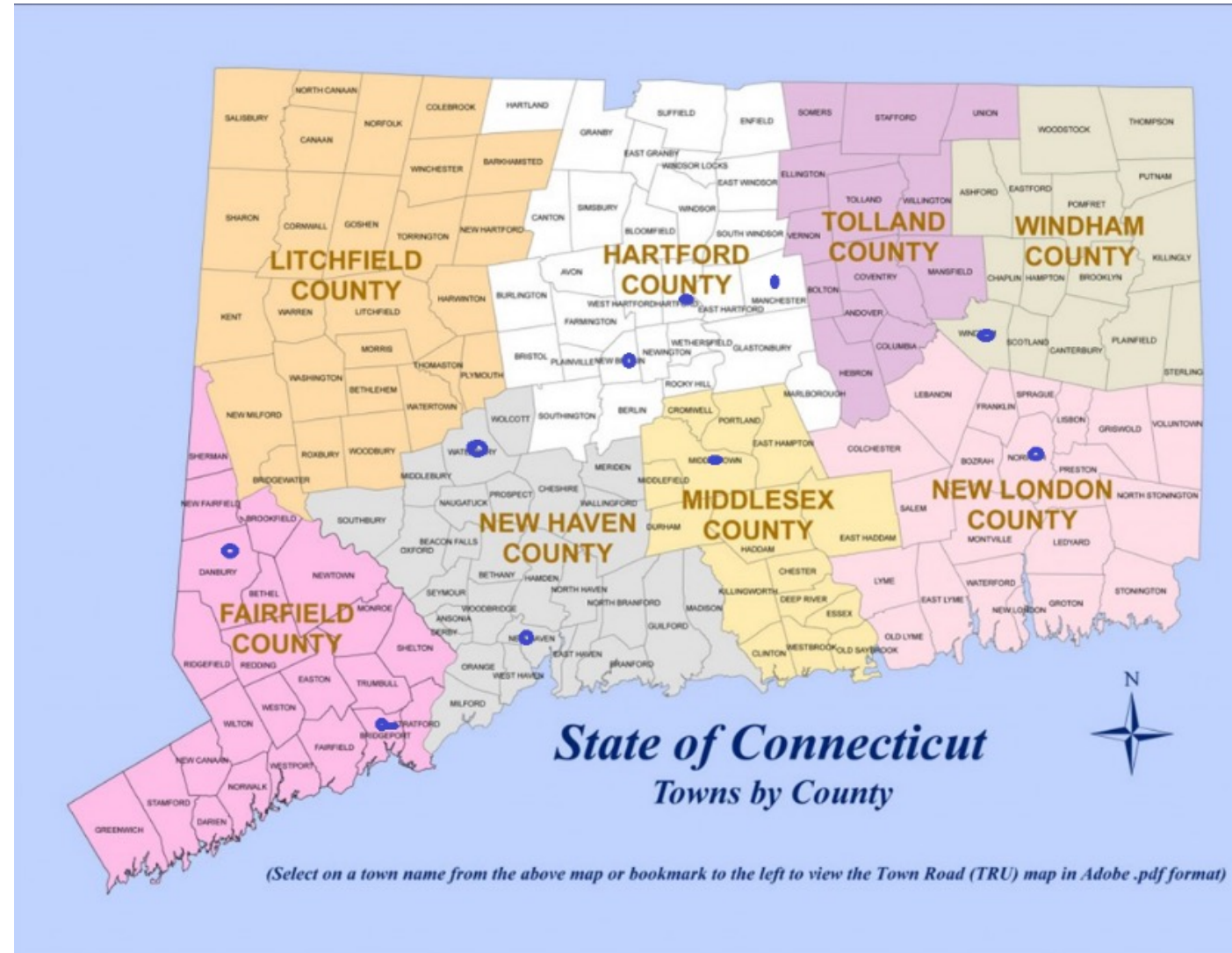
COVID-19 SOAR Providers by CAN

Western – CHD

Fairfield County – Catholic Charities of Fairfield County

Greater Hartford – CHR

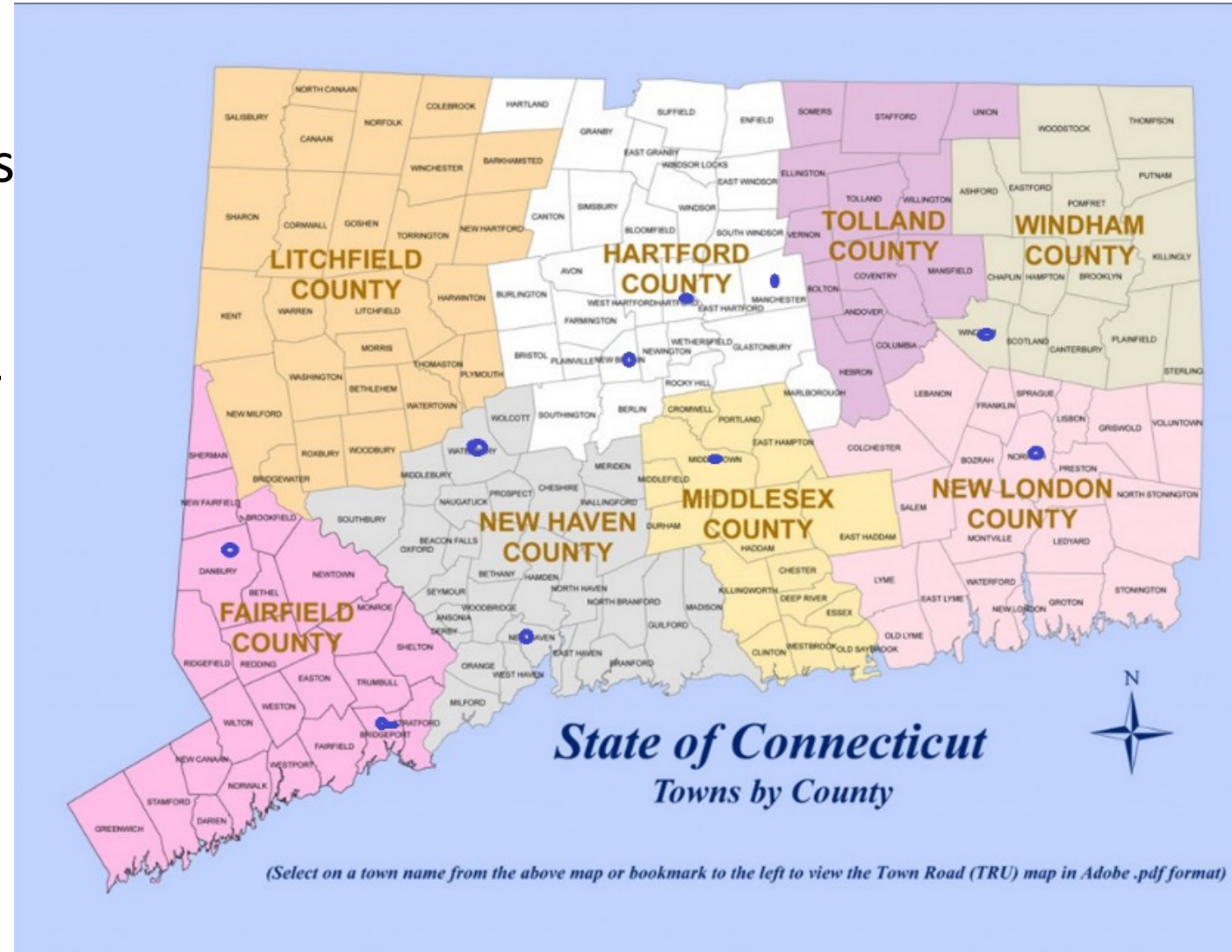Central – Friendship Service Center

MMW – Columbus House

Greater New Haven – Columbus House

Northeast – Perception Programs

Southeast – Reliance Health

Please note, other agencies also have dedicated SOAR staff.

State of Connecticut
Towns by County

(Select on a town name from the above map or bookmark to the left to view the Town Road (TRU) map in Adobe .pdf format)

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dmhas

COVID-19 SOAR Program Supervisors

Western – CHD – ndelarosa@chd.org

    Fairfield County – Catholic Charities

    Fairfield County plipp@ccfc-ct.org

Greater Hartford – CHR

Slambert@chrhealth.org

Central – Friendship Service Center

eayala@fsc-ct.org

MMW – Columbus House

brahamatullah@columbushouse.org

Greater New Haven – Columbus House

creynolds@columbushouse.org

Northeast – Perception Programs

Jessica.Janczyk@perceptionprograms.org

Southeast – Reliance Health

dfish@reliancehealthinc.org
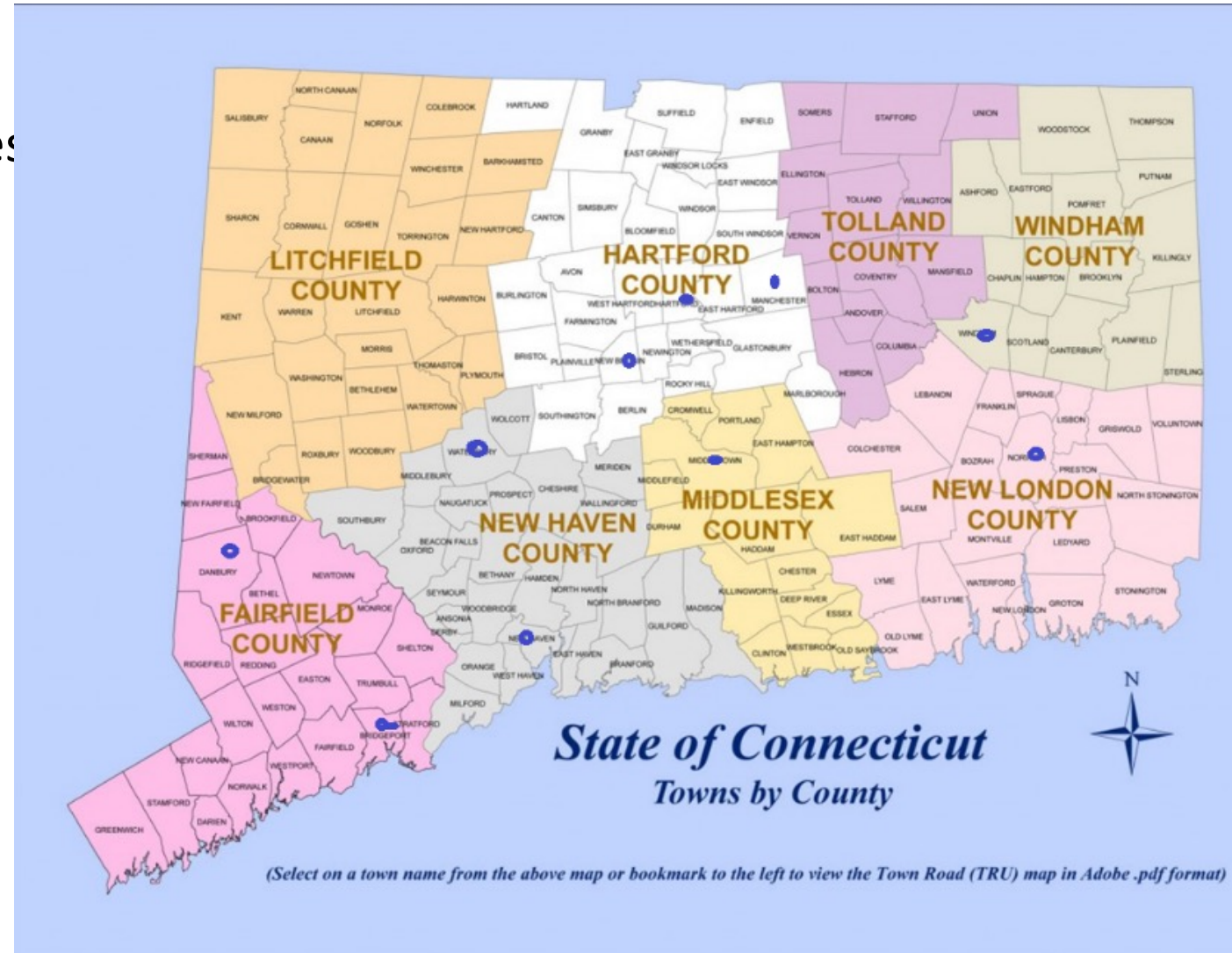
SOAR Lessons Learned

- Although the online training is free, self-paced, and available to anyone, it's important that if staff are planning to complete SOAR applications that they have time to spend on SOAR applications.

- Not every client will be an appropriate referral. SSA has standards around diagnoses and functioning levels, and SOAR staff will need collaboration and support from other case managers.

- There are lots of online resources for support through the national SOAR TA Center, but staff also need support in identifying appropriate referrals, and collaborating with other case managers.

Want to talk more about SOAR?

Email: mollie.Machado@ct.gov

Phone: 860-941-9451

Other Business?

Upcoming Meetings

SC Meeting Schedule

- January 20, 2023; 11-12:30

- February 17, 2023; 11-12:30

- *March 17, 2023; 11-1**

    *Semi-annual meeting

- April 21, 2023; 11-12:30

- May 19, 2023; 11-12:30

- June 16, 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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