

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

April 21, 2023



# Agenda

- Welcome and Chairs Introductions
- Guidelines for BOS Meetings
- Adopt March Semi-annual Meeting Minutes
- Announcements
- Waterbury Consolidated Plan Presentation
- HUD CoC Notice of Funding Opportunity (NOFO) Awards
- CT BOS Project Renewal Evaluation Performance Results
  - *Breakout Discussions*
- Proposal to adopt CT Coordinated Access Network Policies and Procedures Manual
- Proposal to adopt Permanent Supportive Housing (PSH) Requirements and Operations Guide
- Plan to Serve People Experiencing Homelessness with Severe Service Needs for the Supplemental Notice of Funding Opportunity (SNOFO)
- 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

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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:
  - Suzanne Wagner
  - Lauren Pareti
  - Liz Isaacs

# Approve CT BOS March 2023 Semi-annual Meeting Minutes



# CT BOS Semi-annual meeting minutes 3.24.23

# Best Practices in Street Outreach from Semi-Annual Mtg

# Announcements



# CT BOS Steering Committee Chairs Nomination deadline: 5/17/23

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- Nominations can be sent to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) & will be announced at the 5/19/23 Steering Committee meeting. People may nominate themselves.
- Steering Committee will vote electronically and Chairs will be announced at 6/16 Steering Committee meeting.

[CT BOS Chairs' Responsibilities](#)



# CT BOS Steering Committee Community Representatives

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- **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. Votes must be submitted no later than 6/7/23.





# 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 SC representation are encouraged to appoint BIPOC/LATINX reps

# Monthly Steering Committee (SC) Debrief

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- 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.
- **Next mtg, 4/25 at 5pm**
- **[Link to register for meeting](#)**





Annual Training Institute (ATI) - 5/17/23

Info on ATI

# HUD SNOFO Kickoff Webinar Information

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## Special NOFO (SNOFO) Webinar for

– Unsheltered and Rural Set Aside Recipients and CoCs

4/26 from 2:30-4:00 - [Link to Webinar](#)

Webinar will cover:

- Overview of next steps regarding grant agreement execution
- Key requirements for projects receiving funding under this special NOFO
- Technical assistance that will be made available to selected communities
- Highlights of currently available resources to help you implement your projects





# BOS Recorded Webinars Available

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## **Participant Grievance Policies Training** - Topics covered include:

- CT BOS Grievance Process (Includes CAN Grievances)
- RRH Grievance Process
- DMHAS Grievance Process
- Grievance Rights Notification

### Slides & Recording

## **Eligibility Documentation Training** - Topics covered include:

- HUD eligibility requirements for all CT BOS CoC & YHDP program types
- Documentation requirements
- Forms and resources
- Safety considerations

### Slides & Recording & Self-Certification Overview

# Housing Requirements Webinar – 5/16 & 5/23

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**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)*

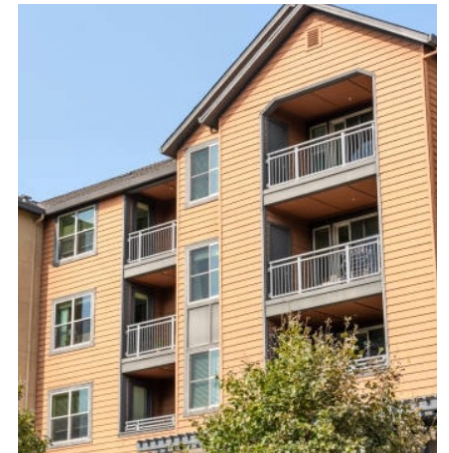
**Timing:** May 16th and May 23rd from 10 to 11:30 a.m

May 16th Session: [Zoom link](#)

Meeting ID: 849 2388 1728; Passcode: 889589; Phone: 646-876-9923

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

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





# Fiscal Issues Webinars

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**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:** June 6<sup>th</sup> and June 23<sup>rd</sup> from 10-11am

[Zoom Link](#)

Meeting ID: 898 9399 0795

Passcode: 982984

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# Waterbury Consolidated Plan Update

Office of Community Development, Christopher D. Bandecchi  
Community Development Director  
City of Waterbury





## 2023 HUD CoC Notice of Funding Opportunity (NOFO) Awards

# 2023 HUD CoC Awards – CT BOS Renewals

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**All renewals were funded**

**Total Renewals 97 Projects = \$46,180,433**

- Permanent Supportive Housing (PSH) 70 Projects = \$33,224,136\*
- Rapid Rehousing (RRH) 9 Projects = \$10,020,890\*
- Transitional Housing (TH) 8 Projects = \$965,813
- Supportive Services Only 7 Projects = \$1,284,783
- Homeless Management Information System 2 Projects = \$268,631
- Joint TH-RRH 1 Project = \$416,180
- Planning 1 project=\$1,250,000

\*Projects w/Rental Assistance were awarded 2022 Fair Market Rents



## 2023 HUD CoC Awards – CT BOS New Projects

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**All new project applications were fully funded and include new and expansion projects**

**Total New Grants 13 projects = \$4,057,409**

- 7 PSH Projects = \$1,236,854
- 5 RRH Projects = \$2,297,174
- 1 DV Coordinated Entry Project = \$523,381



# 2023 HUD CoC NOFO Score/Debrief

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- Coordination and Engagement–Inclusive Structure: 4.75/5
- Coordination and Engagement–Coordination with Federal, State, Local, Private, and Other Organizations: 75/78
- Project Review and Ranking Process: 30/30
- Homeless Management Information System (HMIS) Implementation: 9/9
- Point in Time Homeless Count (PIT): 5/5
- System Performance: 51/59
- Coordination with Housing and Healthcare: 14/14



**BOS Total Score:**  
**188.75/200**  
**(top score**  
**nationally)**



# 2023 Renewal Evaluation



## 2023 Renewal Evaluation Performance Results

# Renewal Project Performance Evaluation Results:

*Adult Programs  
that Met or  
Exceeded the CoC  
Standard*



# Renewal Program Performance Results Met or Exceeded the Standard

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## **Occupancy**

- Standard - 90% of units are occupied
- BOS Performance – 96% occupancy

## **PSH - Remain or exit to Permanent Housing (PH)**

- Standard – 95% of people remain/exit to PH
- BOS Performance - 98% stay or move to PH

## **Consumer Survey Response Rate**

- Standard – 35% of participants complete the satisfaction survey
- BOS Performance – 69% response rate



# Renewal Program Performance Results Met or Exceeded the Standard (2)

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## **RRH – Housed w/in 30 days**

- Standard - 50% of participants
- BOS Performance – 56% housed w/in 30 days

## **RRH – Length of Stay 6 months or less**

- Standard – 40% of participants stay 6 months or less
- BOS Performance - 46% exit in 6 months or less



# Renewal Evaluation Performance Below Standard Adult Projects







## Renewal Evaluation: Performed Below Standard

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### Receipt of Non-cash Benefits

- PSH & RRH Standard - 95% of participants receive non-cash benefits
  - Overall PSH/RRH Performance – 86% receive non-cash benefits
- TH Standard - 76% receive non-cash benefits
  - Overall TH Performance – 65% receive these benefits





## Renewal Evaluation Performed: Below Standard

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### **Increased Earned Income (not scored)**

- PSH and RRH Standard - At least 25% of households increase earned income
- Overall PH Performance – 8.7%
- TH Standard – At least 40% of households increased earned income
- Overall TH Performance – 6%



# Breakout Rooms

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- Introduce yourself, your role and how long you have been attending BOS meetings
- Discussion prompts:
  - What kind of program interventions, support and/or training would be helpful to increase employment income for program participants?
  - What have you seen that has helped people get jobs?
- *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 Projects Evaluation Summary

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127 projects scored

- High score = 100 Points
- Low score = 8.75 points
- Average score = 76.35
- Median score = 80 Points

# Corrective Action for Performance - Vote

Proposal:

Lowest scoring  
10% of projects will  
be in corrective  
action process (13  
projects of 127)





## Who can vote?

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- 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





Renewal  
Evaluation  
Results

Distribute  
scores?





## Proposal to Adopt Connecticut Coordinated Access Network Policies and Procedures Manual

- Discuss today
- Vote at 5/19/23 SC Meeting
- [CAN P&P](#)

# Connecticut Coordinated Access Network Policies and Procedures Manual



## 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



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

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- Discuss today
- Vote at 5/19/23 SC Meeting

DRAFT PSH REQUIREMENTS  
AND OPERATIONS GUIDE

# 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, including tenant, sponsor and project based 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

# CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs

- Required component of SNOFO application submitted to HUD in October 2022
- Received input from government, providers and Persons with Lived Experience
- Plan includes description of current strategies and proposes new initiatives
- **Total Award: \$18,200,171 over 3 years**



CoC Plan to Serve Persons Experiencing Homelessness w/Severe Service Needs



# CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs (2)

**Outreach funding: \$6,479,192 1 Project - Grantee: DMHAS**

**Subrecipients: CHD, Columbus House, Liberty, Journey Home, New London Homeless Hospitality Center**

- Review and refine outreach plans in each CAN and incorporate new partners
- Ensure outreach plan covers all areas and is updated at least monthly

**Coordinated Entry funding: \$4,617,456 1 Project – Grantee: CT Department of Housing**





# CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs (3)

## **Permanent Supportive Housing (PSH):**

**\$6,868,013 – 6 projects; Grantee: DMHAS**

- Sub-recipients: Columbus House (2 grants), New Reach, CRT, SVDP Middletown, Housing Collective (Rural)
- Expands service-intensive PSH for close to 150 households and provides long-term subsidized housing



# CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs (4)

## Landlord Recruitment



- Landlord incentives – incentives to rent, access to risk mitigation fund for excess damages
- Successful partnerships - maintaining stable tenancies through appropriate levels of client support
- Establishing single point of contact at service provider agencies to work with landlords to resolve ongoing and emergency issues
- Marketing - Actively marketing to landlords by attending Landlord Association and Realtor Association events
- Dedicated staffing – Hiring/designating staff dedicated to landlord recruitment, engagement, and retention



## CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs (5)

### **Creation of Hubs**

- Operate 7 days a week - conveniently located, on-site assistance, phone charging, computers, food, see a clinician or medical provider, get clothes or other items, and, at some hubs, take a shower and/or do laundry.
- Rehouse people directly from streets in warming centers to meet immediate basic needs while securing housing
- Work as a network and communicate with one another regularly
- Build on existing and new relationships with Community Health Centers to provide rapid access to healthcare.





## CoC Plan to Serve Persons Experiencing Homelessness with Severe Service Needs (6)

### **Other activities:**

- Expand housing navigation services
- Deepen and expand partnerships with local FQHC's and other primary and specialty healthcare providers;
- Monitor project implementation and evaluate performance
- Provide technical assistance to continuously improve efforts to reduce unsheltered homelessness

# Other Business?

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# Upcoming Meetings

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## SC Meeting Schedule

- May 19, 2023; 11-12:30
- 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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CT BOS CoC

[ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)

Shannon Quinn-Sheeran

[shannon@housinginnovations.us](mailto:shannon@housinginnovations.us)

Suzanne Wagner

[swagner@housinginnovations.us](mailto:swagner@housinginnovations.us)

Myles Wensek

[mylesw@housinginnovations.us](mailto:mylesw@housinginnovations.us)

Lauren Pareti

[lpareti@housinginnovations.us](mailto:lpareti@housinginnovations.us)

Liz Isaacs

[lisaacs@housinginnovations.us](mailto:lisaacs@housinginnovations.us)