

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

November 18, 2022



Agenda

- Welcome
- Group Agreements for meetings and Introductions
- Adopt September Semi-annual Meeting Minutes
- Announcements
- Notice of Funding Opportunity (NOFO) & Supplemental NOFO (SNOFO) Follow-Up
- Point-in-time Count of Persons Experiencing Homelessness (PIT Count)
- HMIS Updates
- CT Coalition to End Homelessness (CCEH) Updates
- Other Business
- Upcoming Meetings



CT BOS Group Agreements for Meetings



Developed by Consumer Leadership Involvement Project (CLIP) Consultants.
Proposed new language underlined below:

- 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
- **New: Honor the Conflict of Interest Policy**



Introductions in Break-out Rooms

Groups of 4 people.

Introduce yourself and share (if you want):

- 2 things that you are thankful for



Approve CT BOS September 2022 Steering Committee Meeting Minutes



CT BOS Semi-annual Meeting 9.16.22

Announcements





Welcome New Consumer Leadership Involvement Project (CLIP) Members

NICHOLAS GALELLA,
ALEENA DURANT,
TRACY SAMUEL,
RAVEN JOHNSON AND
EBONY BEALL

CT BOS 2023 Renewal Evaluation

Webinar and Renewal Evaluation Database (RED) Launch

11/30 10 am to 12 noon:
RED Webinar with Nutmeg & HI

[Link to Zoom Meeting](#)

Meeting ID: 829 0764 0845;
Passcode: 358934; call-in: (646)
876-9923



Renewal Evaluation – Upcoming Deadlines & Key Dates

- 11/22/22 deadline to review the 2023 Renewal Evaluation Project List (distributed by email)
- 11/30/22 Renewal Evaluation Launch Webinar
- 12/16/22 Deadline to submit consumer surveys
- 12/16/22 Deadline to complete the initial submission process in RED (i.e., complete grant assessment review and refresh data)

For more information join the webinar!



Monkeypox (MPX)

- People with HIV and people experiencing homelessness are highly impacted with the most severe cases of MPX.
- Severe morbidity and mortality associated with MPX have been observed, particularly among highly immunocompromised persons.
- [HUD Letter on Severe Monkeypox MMWR](#)





Monkeypox (MPX) Guidance for Congregate Settings

- Residents w/assumed or confirmed MPX should isolate. Staff/volunteers w/ MPX should isolate away from the congregate setting until recovered.
- Have a clear sign designating the isolation areas within the facility in languages accessible to all guests.
- Separate residents in individual bedrooms with private bathrooms.
- Maintain CDC physical distancing recommendations by offering private spaces for each household.
- Hire professional staff to maintain a cleaning regimen to reduce virus spread including careful handling of materials coming out of isolation spaces (i.e., waste, bedding, food, and any other materials).
- Prepare meals/provide meal services in private rooms or deliver meals regularly



Monkeypox Resources

[CDC Considerations for Reducing Monkeypox Transmission in Congregate Living Settings](#)

[CDC Reducing Stigma in Monkeypox Communication & Community Engagement](#)

[HUD Homeless Systems Operational Management During Monkeypox](#)

[HUD Monkeypox Info you should know](#)

Reminder – CT BOS Grievance Process for Participants

Who can use the CT BOS Grievance Process?

- People who have a problem with CoC assistance they are receiving from or were denied by most projects funded CT BOS (except RRH and DMHAS projects)

What are the steps?

1. File a grievance with the agency that provided or denied assistance
2. If participant remains dissatisfied, file a grievance with CT BOS at (ctboscoc@gmail.com) or by phone at (917)449-3918.
3. If participant remains dissatisfied, request a final review by the CT BOS Co-Chairs at (ctboscoc@gmail.com) or by phone at (917)449-3918.

For more information see: [CT BOS Policies](#)



**YOUR MOST
UNHAPPY
CUSTOMERS
ARE YOUR GREATEST
SOURCE OF LEARNING**

RRH Grievance Process

Who can use the CT RRH Grievance Process?

People who have a problem with help they are receiving from or were denied by any Rapid Rehousing (RRH) project funded by the CT Department of Housing (DOH) or CT BOS

What are the steps?

1. Fill-out a [Participant Concern Form](#) and give it to a staff person at the RRH provider agency.
2. If participant remains dissatisfied, they can follow the CT BOS Grievance Steps outlined on previous slide.

For more information see: [DOH Statewide RRH Operations Guide](#)



DMHAS Grievance Process

Who can use the CT DMHAS Grievance Process?

- People who have a problem with help they are receiving from or were denied by any CT Department of Mental Health and Addiction Services (DMHAS) housing program.

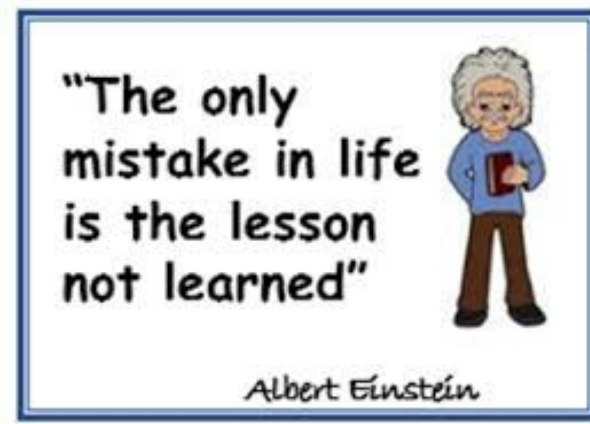
What are the steps?

1. Complete an [informal conference request form](#) and submit it to the local [Coordinated Access Network](#) (CAN) or the agency that provides housing assistance.

DMHAS Grievance Process (2)

2. If participant remains dissatisfied, complete a [formal hearing request form](#) and send it to Alice Minervino (Alice.Minervino@ct.gov)
3. If participant remains dissatisfied, request a final review by the DMHAS Review Panel – will receive a final review request form and instructions on how to submit with the notice about the outcome under step #3.

For more information see: [DMHAS CoC Rental Assistance Operating Guide](#)



Coming in December...



Steering Committee to consider proposed changes to the CT BOS Grievance Policy

CT BOS to provide a Notice of Grievance Rights for participants



CT BOS Emergency Transfer Plan

Emergency Transfer Plan

All CANs and CoC/ESG funded projects are required upon application, at project entry, and at annual recertification to:

- Inform all individuals/families seeking or receiving assistance, regardless of known DV survivor status, of their rights under the emergency transfer plan and of the process to seek a transfer.
- Provide a brief user-friendly notice that clearly explains the emergency transfer rights and process

NEW DOCUMENT: [Info for Residents -
Emergency Transfer Plan](#)

System Performance Measures (SPM) – Data Cleanup

- Deadline 12/31/22: review/edit any data outliers
- Run the Data Outlier Report for 10/1/2021-9/30/2022
 - Columns provide a flag for any outliers in need of review for SPM metrics
- Resources and Cleanup Guides
 - <https://www.cceh.org/data-quality/>
 - Provides step-by-step instructions for each of the outliers

Data Outliers to Review

Length of Time Homeless

- Check for multiple/overlapping open enrollments
- Review lengths of stay for accuracy

Income Change During Enrollment

- Check for missing assessments and incongruent income data

Exit Destinations

- Confirm destinations have been filled in for clients exiting programs

Date Homelessness Started

- Dates prior to 2018 should be reviewed for accuracy
- Should be the first date of the most recent episode of homelessness

Housing Move-in Date (PH-RRH only)

- Exit date from the program does not stop counting the days homeless
 - A move-in date must be entered





NOFO & SNOFO Follow-up

Notice of Funding Opportunity (NOFO) Competition Summary



CT BOS applied for \$51,487,842

- \$46,180,433 in renewal projects
- 97 renewal projects
- \$2,832,403 in regular CoC bonus funds
- \$1,225,006 in Domestic Violence (DV) bonus
- 13 new projects, including 6 expansion projects
 - 1 Coordinated Entry
 - 5 Rapid Rehousing (RRH)
 - 7 Permanent Supportive Housing (PSH)
- \$1,250,000 in CoC Planning funds

Supplemental NOFO (SNOFO) Competition Summary

CT BOS applied for \$18,405,955

Unsheltered Homeless Set Aside - \$16,959,355

- 5 PSH Projects projects
- 2 Supportive Services Only (SSO) projects (Street Outreach and Coordinated Entry)

Rural Set Aside Projects - \$922,086

- 1 SSO (Coordinated Entry)
- 1 PSH

CoC Planning Grant \$524,514



Feedback/Suggestions to Improve the CoC Competition



1. What improvements would you suggest that the CT BOS team make to the annual CoC application process?
2. What additional supports or guidance do you need related to the annual CoC process?
3. Please provide any additional comments.

[SC Google Doc NOFO & SNOFO Feedback](#)

2023 HIC/PIT Methodology

Presented By:

Brennden D. Colbert

Housing Inventory Chart & Point in Time Quality Coordinator
Advancing Connecticut Together

2023 PIT Count

ON **TUESDAY, JANUARY 24, 2023**, THE STATE OF CONNECTICUT WILL CONDUCT ITS ANNUAL STATEWIDE POINT-IN-TIME (PIT) COUNT OF PEOPLE EXPERIENCING HOMELESSNESS

- THE PIT COUNT WILL CONSIST OF PEOPLE EXPERIENCING **UNSHELTERED** HOMELESSNESS
- IN ADDITION, THE PIT COUNT OF PEOPLE EXPERIENCING **SHELTERED** HOMELESSNESS; AND THE HOUSING INVENTORY CHART (HIC)

High Level Methodology Summary

- This years methodology will significantly mirror, the 2022 Point in Time count
- The methodology relies on HMIS data
 - Agencies that currently do not use HMIS, will be entered in aggregate format in the PIT Database application

Link to [Methodology Document](#)

Link to [additional HIC/PIT materials](#): slides, recordings, data desk guides

What is Staying The Same?

- CT PIT Database
- Use of HMIS data
- Regional Coordinators Collaboration
- Use of sub-contractors (Housing Innovations & Nutmeg IT)

Key Differences From Previous Counts

- TRADITIONAL COMMUNITY CANVASSING METHODOLOGY SHIFT TO RANDOM SAMPLING, WILL NO LONGER TAKE PLACE
 - CONDENSED DATA COLLECTION FROM UNSHELTERED INDIVIDUALS
 - INTEGRATION OF PATH OUTREACH AND LOCAL CANS DATA IN UNSHELTERED COUNT (HMIS & NON-HMIS)
-

Housing Inventory Chart (Sheltered)

- The collection of client inventory lists
- The collection of beds and units data for shelter, transitional housing, rapid rehousing, permanent supportive housing and other permanent housing
- Rapid Rehousing beds are counted based on the number of participants in RRH on the night of the count.

Housing Inventory Count, Continued

- ACT with work with Nutmeg IT to ensure PIT database is accurately updated
 - The PIT Database webinar took place on 10/18/2022 & 10/19/2022 (HIC & PIT sessions)
- Act, Nutmeg IT, ODFC, and Housing Innovations will work with providers to ensure all HIC data is captured within the PIT Database
 - PIT Database opened on 10/20/2022
 - 11/4/2022 was the deadline to enter Help Desk Tickets to Nutmeg IT
 - 11/10/2022 was the deadline to submit bed change counts & new program form

Point in Time Count

- The Point in Time count will take place on Tuesday, January 24th 2023
 - Data submission deadline for all data entry and confirmation is **1/31/2023**
 - Outreach Programs/Agencies will have until 1/31/2023 to report “Current Living Situation” data on unsheltered individuals
- Verification lists (HMIS)
 - ACT will provide programs/agencies with a data quality plan, prior to the night of the count
 - For providers that do not use HMIS, ACT will work with regional coordinators to ensure all program participants are captured within the PIT Database

Youth Count

- There will not be a youth specific count in 2023
- ACT will solicit and collect information from youth organizations, youth advisory boards, etc
- The 2023 count will report out all population and subpopulation data for young adults aged 18-24 as a separate cohort, e.g., singles, families, sheltered, unsheltered.

Data Quality Assurance Strategies

- Data Quality Plan
 - ACT will provide a specific data quality plan to providers, no later than 12/28/2022
 - ACT will provide updates on providers that have not completed HIC and/or PIT data
- Deduplication
 - Nutmeg will ensure people experiencing homelessness are not counted more than once
- ACT, Housing Innovations, Nutmeg, and ODFC will compare HIC, population, and sub population data to identify quality concerns, prior to delivering data to CoC's
- The entire HIC/PIT leadership team will ensure all data required in the HDX (Homelessness Data Exchange) is collected and available. All data quality concerns will be addressed

Next Steps, Comments, Questions?

- We have a bi-weekly coordination meeting with HIC/PIT leadership (every other Thursday)
- We have regular meetings/trainings/communications with Regional Coordinators
- The next provider meeting will take place at the start of 2023 (Data TBA)

Vote To Approve

Vote will take place at the December Steering Committee Meeting



CT HMIS Policies and Procedures

Approved by CT HMIS Steering Committee September 9, 2022

CT HMIS Policies and Procedures

The intention behind these updates was to specify the language within the Policies and Procedures, add anything that appeared to be missing or required and remove any outdated or irrelevant information.

These were proposed and discussed amongst the HMIS SC and voted upon at the HMIS SC Meeting on September 9th, 2022.

CT HMIS Policies and Procedures

New Policies:

Policy 114: Grievance Policy

This policy covers informal and formal procedures for any client, Participating Agency or CoC to file grievances. In short, clients will follow any agencies procedures prior to escalating to the Director of HMIS and Strategic Analysis. Participating Agency, prospective Participating Agency, or Continuum of Care should contact the Director of HMIS and Strategic Analysis directly either verbally (informal) or in writing (formal).

CT HMIS Policies and Procedures

New Policies:

Policy 303: Data Retention Policy

When an HMIS record has met the threshold of having no changes in the 7 years since it was first created or last updated, CoCs may either completely delete the entire record, or remove identifiers from the record.

Policy 405: Release of Data Policy

CT HMIS data may be released in aggregate or disaggregated format to aid in research, evaluation, or advocacy. Any data requests that include PII must be submitted using a Data Sharing Agreement (DSA) and approved by the CT HMIS Steering Committee (SC).

This Policy covers the procedures required in both cases.

CT HMIS Policies and Procedures

Updated Policies:

Policy 102: CT HMIS Steering Committee

- These updates primarily centered on clarifying language around the Steering Committee itself including removing duplicative language covered in the by-laws as well as adding guiding language around member responsibilities and nominees.

Policy 103: CT HMIS Management

- Clarify language around participating agencies
- Remove reference to Grievance Committee as the information is in the by-laws.

CT HMIS Policies and Procedures

Updated Policies:

Policy 107: Participating Agency HMIS Data Coordinator

- Add requirement that HMIS Data Coordinators (HDCs) must be CT HMIS Licensed End Users
- Clarify that HDC is the liaison between participating agency and CT HMIS Lead Agency and System Administrator. Remove language about “pertinent activity.”
- Add requirement that HDC run user access report on a quarterly basis, per procedures created with that report.

Policy 108: Agency Security Coordinator

- Remove language that is duplicative of HDC policy/role
- Remove language that is duplicative of MOU.

CT HMIS Policies and Procedures

Updated Policies:

Policy 109: Licensed End User

- Add requirement that users not share accounts that are used for Multi Factor Authentication (MFA) communication and will be deactivated if they don't provide unique contact information.

Policy 111: Amending Policies and Procedures

- Add provision that P&P will be reviewed every 3 years.
- Clarify voting procedures

CT HMIS Policies and Procedures

Updated Policies:

Policy 201: Participation and Implementation Requirements

- Clarify that participating agencies are responsible for the requirements whether completed by employee or contractor.
- Remove requirements for site visits to verify self-certification of requirements and replace with requests for documentation.
- Remove requirement to participate in CoC meetings.

Policy 202: CT HMIS Lead Agency Data Security Responsibility

- Add procedures related to MFA. (*ex. Account sharing, required MFA*)

CT HMIS Policies and Procedures

Updated Policies:

Policy 207: Confidentiality, Informed Consent to Enter Data, and System Wide Release of Information

- Add procedures for clients to request copies of the CT HMIS records.
- Add procedure for clients requesting Proposed Changes to their record.
- Clarify that all client level information must be sent via encrypted email.
- Remove reference to “script” for explaining Release of Information to clients.

Policy 208: Information Security Protocols

- Add language around discouraging use of personal computers to access CT HMIS.
- Policy 302: Data Quality Management Plan
- Remove Data Quality Management Plan language and reference DQMP directly via link.
- Remove reference to Data Quality Management Committee.

CT HMIS Policies and Procedures

For more information on the Policy and Procedure updates, please visit:

<https://cceh.org/wp-content/uploads/2022/10/CT-HMIS-Policies-and-Procedures-v6-1.pdf>

For questions, please email data@cceh.org

For technical assistance regarding HMIS, please visit:

[CTHMIS.com: The Connecticut HMIS Project Support Website](https://cthmis.com)

CT CAN End Homelessness Initiative



Other Business?



Upcoming Meetings

SC Meeting Schedule

- December 16, 2022; 11-12:30
- January 20, 2023; 11-12:30
- February 17, 2023; 11-12:30
- March 17, 2023; 11-12:30
- 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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