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

September 16, 2022

Agenda

- Welcome
- Group Agreements for meetings and Introductions
- Adopt August Meeting Minutes
- Announcements
- Policy Updates and Votes
  - NOFO & SNOFO Ranking Policy Amendments
  - Policy on Emergency Transfer Plan
- Letter of Support for HUD Stability Vouchers
- 2022 Consumer Satisfaction Survey Results
- Consumer Leadership Involvement Project (CLIP) Update
- CT BOS System Performance Measures Presentation
- 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

Introductions in Break-out Rooms - Groups of 4 people. Introduce yourself and share (if you want): What was the best part of your summer?

Approve CT BOS August 2022 Steering Committee Meeting Minutes

CT BOS SC Minutes August 2022

Announcements

Connecticut Race Equity Network (CT REN) Training

The Next Steps of Advancing Race Equity

- September 29 at 10am: Link to register

Recordings of DMHAS PSH trainings are available on-line

Link:
DMHAS PSH Trainings

Discussion of LGBTQIA+ Policy & Opportunity to Provide Feedback

The policy is always open for review. If you have comments, please email ctboscoc@gmail.com

Link to Policies

Policy Updates

NOFO & SNOFO Ranking Policy Amendment Update

- Non-Conflicted Steering Committee Members voted electronically to approve an amendment to the:
  - NOFO and SNOFO Ranking Policy
    - **Approved Amendment: In cases of tied scores on new project applications, the agencies' performance evaluation scores (or an average of scores) will be used as a tie-breaker for ranking purposes.**

Reminder: Who can vote on Ranking Policy Decisions

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

VOTE: Unsheltered SNOFO Ranking Policy Amendment

- Currently in the Ranking Policy adopted at the 8/2022 meeting, state agencies are the applicants for RRH and Rental Assistance projects and they sub-contract with nonprofits to provide services
- ***Proposed amendment: CT DMHAS will be the applicant for the Street Outreach new project applications***
- Vote today or by email?

Draft Policy on Emergency Transfer Plan

VOTE:
Policy on Emergency Transfer Plan

All SC members can vote on this policy.

Proposed Policy (HUD requirement)

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.*

CT BOS will provide the required notice.

Vote today or by email?

VOTE: Letter of Support for HUD Stability Vouchers

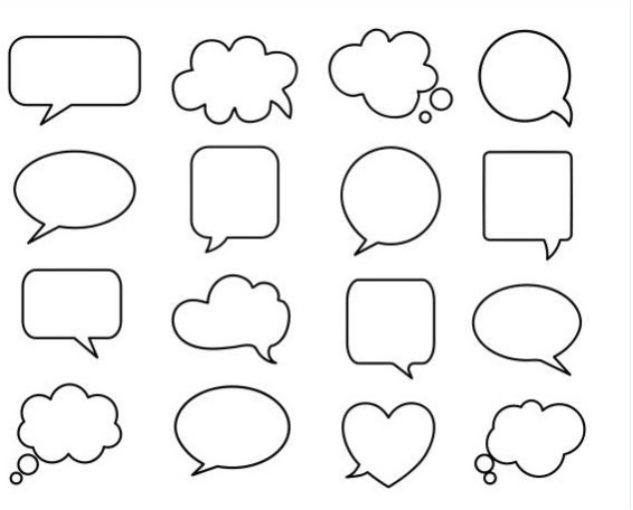
- HUD is releasing Stability Housing Vouchers (yeah!).
  - To be competitive for these vouchers, Housing Authorities need a letter of support from their CoC's.
  - CT Department of Housing (DOH) would like to apply for these vouchers and will dedicate them to homeless and/or formerly homeless persons.
  - *Proposal: The CoC will provide a letter of support to CT DOH for the HUD Stability Vouchers.*
  - **VOTE** - **<u>All SC members can vote on this policy</u>**

2022 CT BOS & DMHAS Consumer Survey Results

- CT BOS Consumer Survey Summary Report
- DMHAS Consumer Survey Summary Report

Quotes from Survey Respondents

- “We have the best supportive housing worker I could possibly ask for. Staff listens to our concerns and goes above and beyond to address any and all issues that arise.”
- “Thank you all so much. These services have probably saved my life in many ways.”
- “My case worker cares about me.”
- “Someone is always available to talk to me.”
- “I've learned how to live on my own and have been raising my daughter.”



BOS Consumer Survey Results – Key Findings

- 91% of respondents indicated that most or all of the time their service needs were being met
- 92% responded that most or all of the time they can make decisions about what happens with them in the program
- 92% indicated that most or all of the time they had a staff persons available to make a complaint
- 94% responded that the quality of their lives had improved since entering the program
- Area to explore: 42% indicated they had not been given the opportunity for input into how the program is run.

N=1337 surveys completed!

DMHAS Consumer Survey Results – Key Findings

- 82% of respondents indicated that they liked the services they receive
- 75% of respondents agreed with the statement, “I deal more effectively with daily problems”
- 81% agreed that staff was willing to see them as often as they felt was necessary
- 83% responded that they agreed that, “Staff here believes that I can grow, change, and recover”
- 52% reported that they do better in school or work as a result of the services they receive from the CoC funded agency.

N=402 surveys completed!

Reminder - CT BOS 2023 Consumer Survey available!

- See links for surveys below
- BOS e-mail was sent out with Survey Monkey Links

CT BOS 2023 Consumer Survey – English
CT BOS 2023 Consumer Survey - Spanish

CT BOS System Performance Measures FFY 2021 and FFY 2022 (as of 9/6/22)

Presenter

Rose Kelly

Senior Data Analyst

CT Coalition to End Homelessness

rkelly@cceh.org

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Purpose of System Performance Measures

- **HUD uses the data to assess the overall efficacy of the CT Homeless Response System**
  - Accurate metric measures and outcomes are critical to this evaluation
  - Poor data quality and lack of improvement over time can endanger funding and NOFO eligibility

- **The Annual Performance Review (APR) feeds data to the SPM metrics**
  - The APRs provides CoCs a way to measure improvements or opportunities and assess gaps in services at the organization and program levels

- **Data entry is the starting point for all metric outcomes**
  - The Data Outliers Report and APRs are tools that should be used regularly
    - Assess the accuracy, completeness, and timeliness of data entry
    - They provide focus points for HMIS Data Coordinators (HDCs) in assessing the quality of the data they are responsible for

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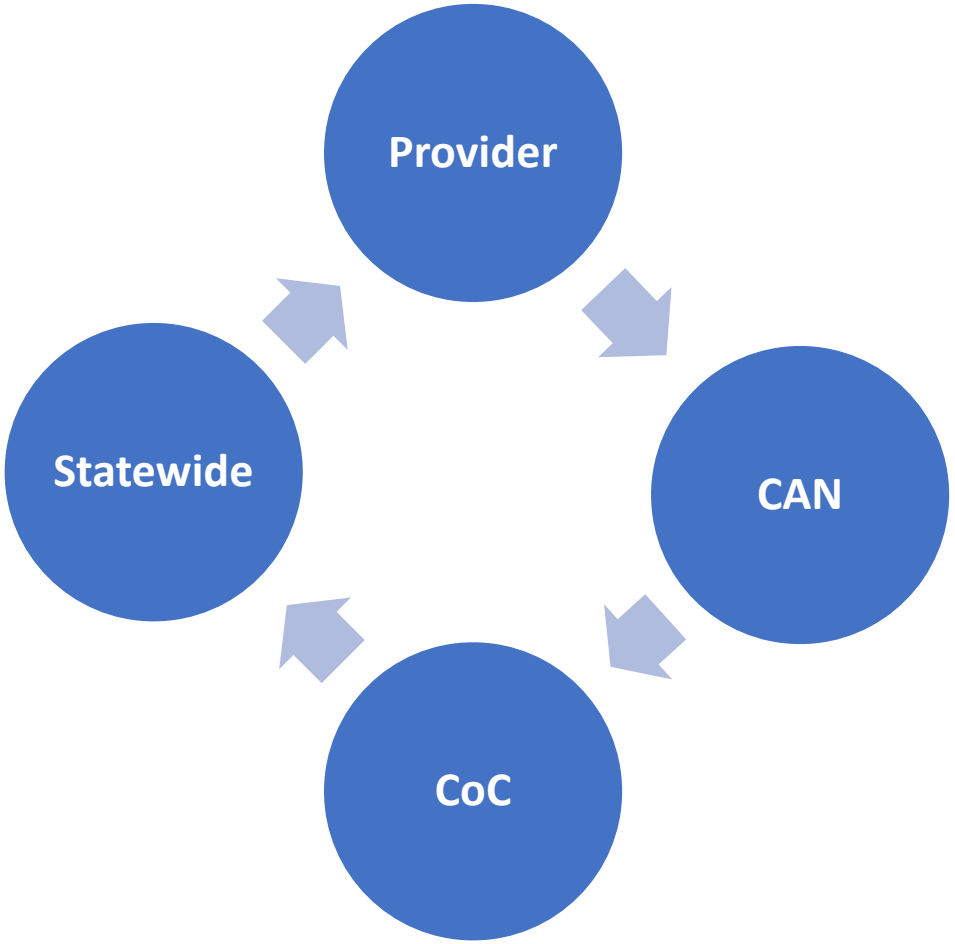
Why Does Accurate Data Matter?



We are at risk of losing funding if we cannot provide accurate data on the efficacy of our system

Federal Funding is crucial to keep current programs operating and to fund new initiatives to server our clients

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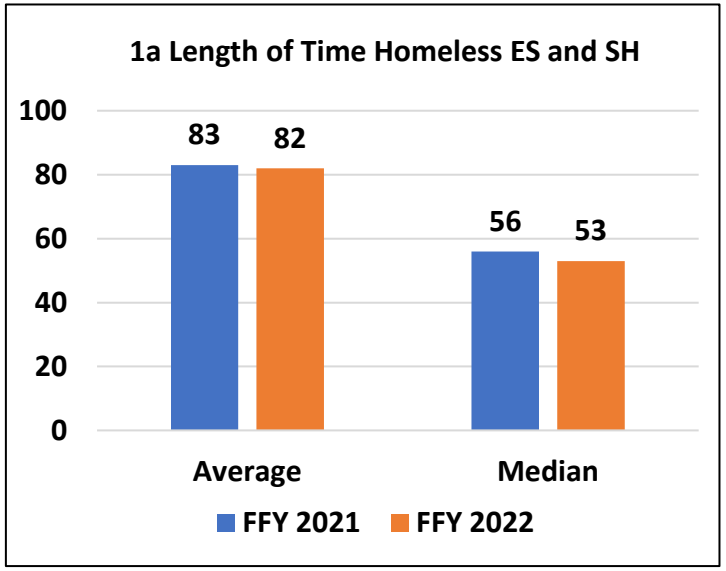
Measure 1a and 1b - Length of Time Homeless

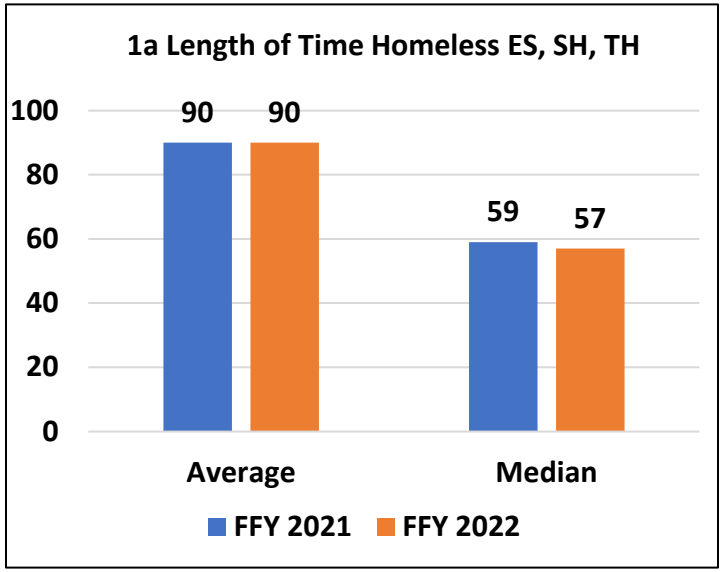
Goal:

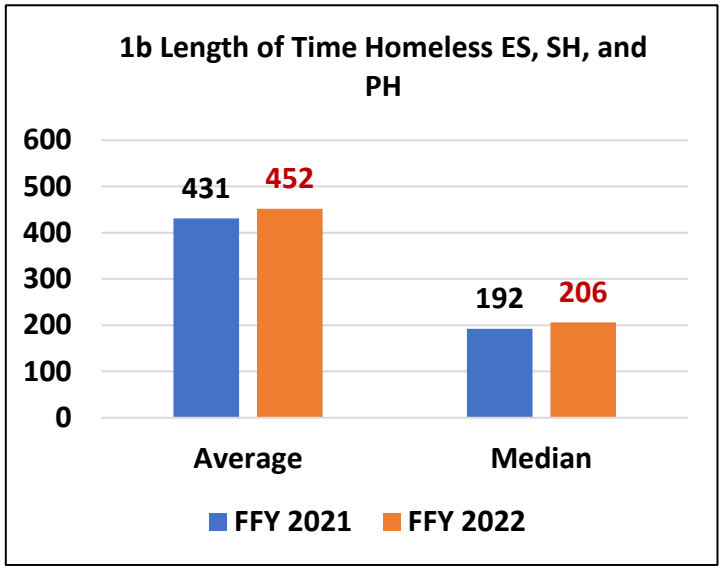
- **Reduce the length of time homeless**

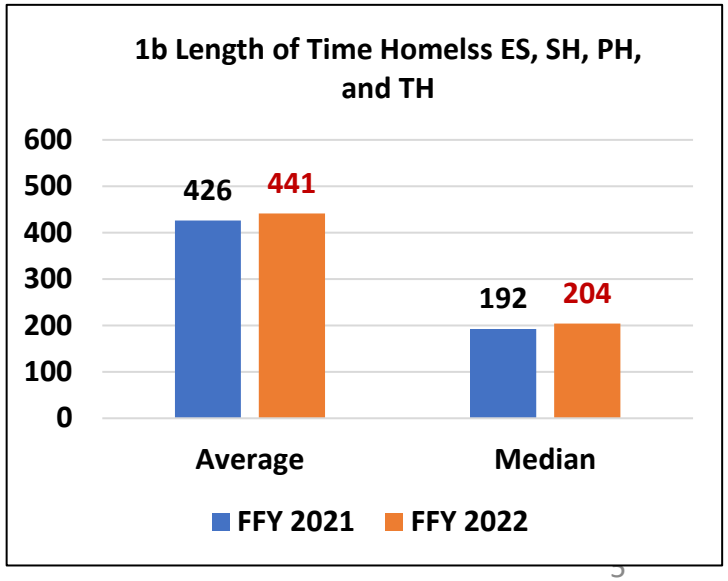
Actions:

- **Use the APR or Data Outliers Report**
  - Identify and correct any outliers or unrealistic values for the date homelessness first started
- **Review longest stay lengths and overlapping enrollments**
  - Confirm that enrollments were closed out properly
- **Review Move-in Date for RRH and PSH**
  - Fill in any missing values so that the length of time homeless is accurately calculated









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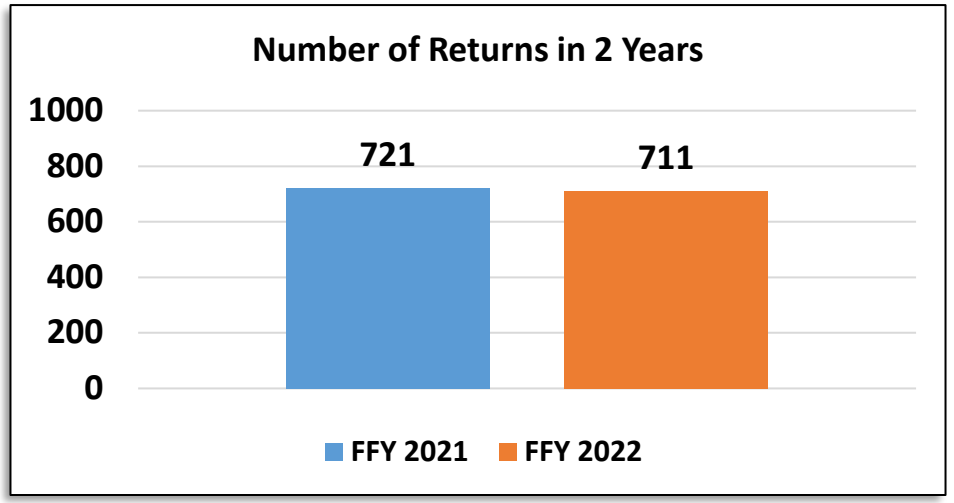
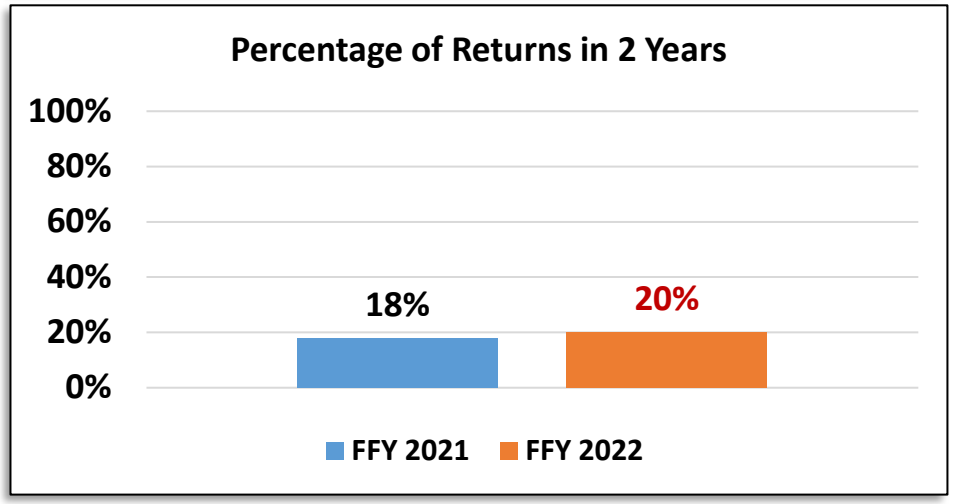
Measure 2 – Exits from Programs to PH with Returns to Homelessness in 2 Years

- **Goal:**
  - **Decrease the number of clients returning to homelessness from permanent settings**

Actions:

- **Review clients who are returning to homeless programs after an exit from PH**
  - Assess potential barriers to successful permanent placements
- **Assess gaps in services**
  - Gaps can contribute to a return to homelessness from a permanent setting
- **Use the APR and Data Outliers report regularly**
  - Assure data has been entered accurately and enrollment/exit dates are correct





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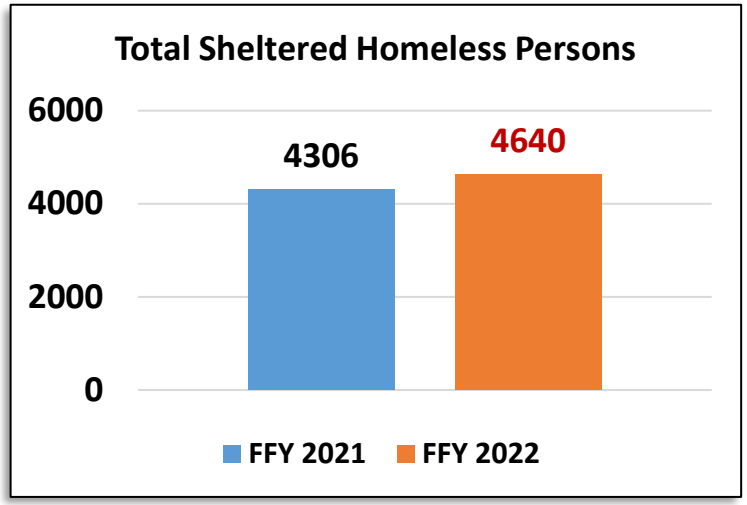
Measure 3.2 – Number of Homeless Persons

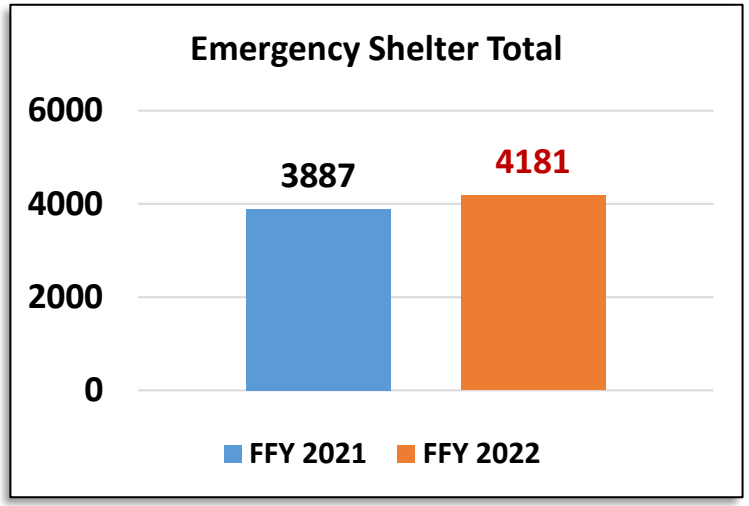
Goal:

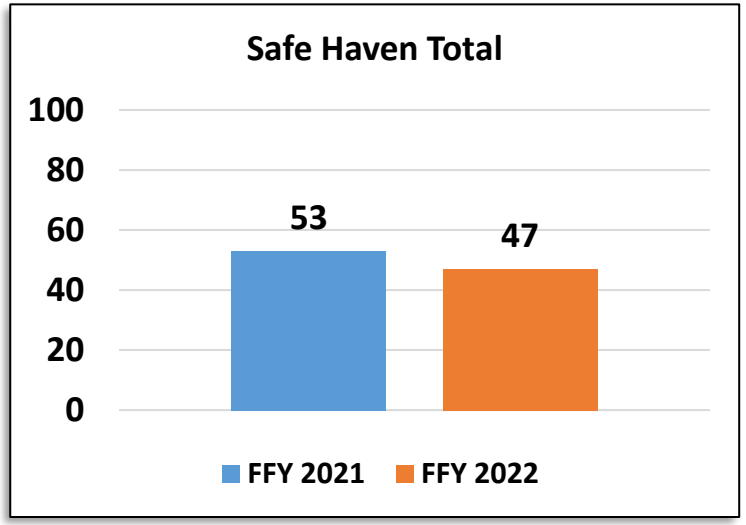
- **Decrease the number of people entering homelessness**

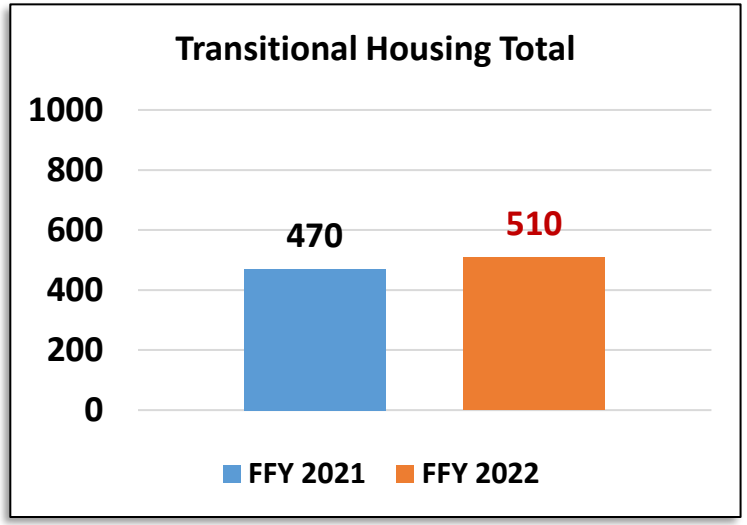
Action:

- **Use the APR or Data Outliers Report**
  - Monitor program enrollments to identify diversion or other strategies that help prevent entry into homeless programs
- **Monitor by program type**
  - Assess the best use of available resources
  - Look for gaps in program services









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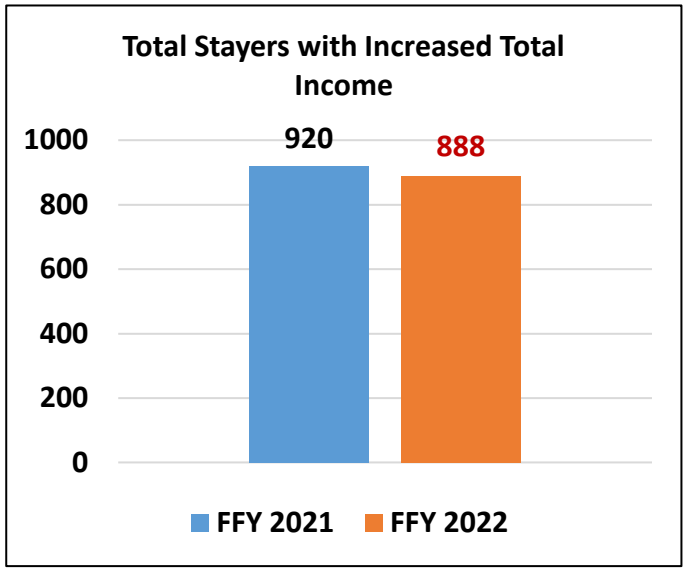
Measure 4.1-4.6 – Change in Total Income

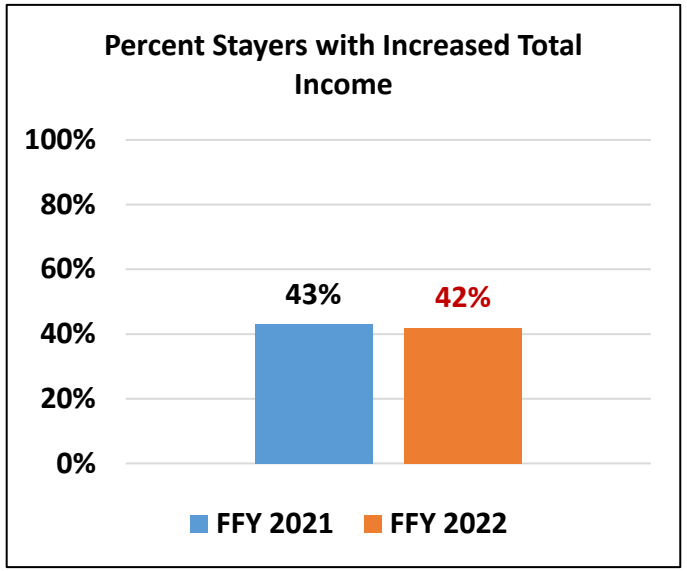
Goal:

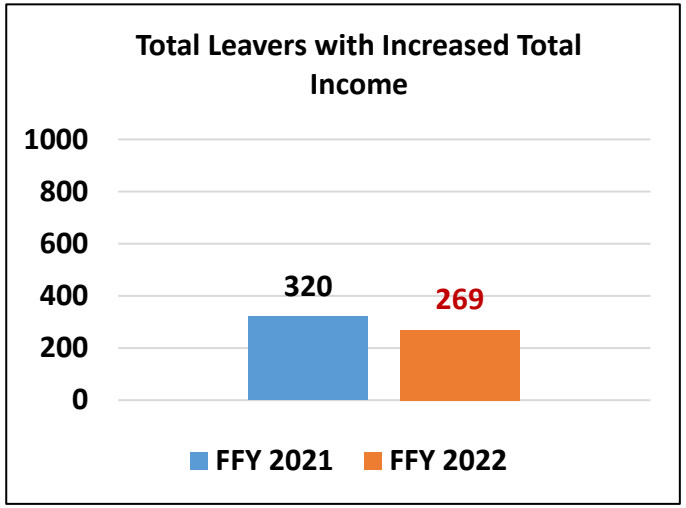
- **Increase client income during program enrollments**

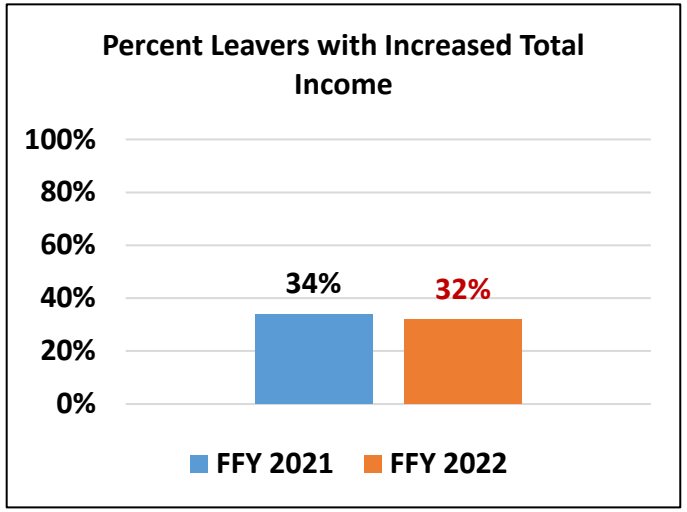
Action:

- **Confirm that income is being collected at each assessment**
- **Review the APR or Data Outliers Report**
  - Entry, Annual, and Exit assessments are income entry points
  - Check for missing data or data errors for income amounts
- **Review program resources**
  - Identify strategies or resources that might help to increase client income









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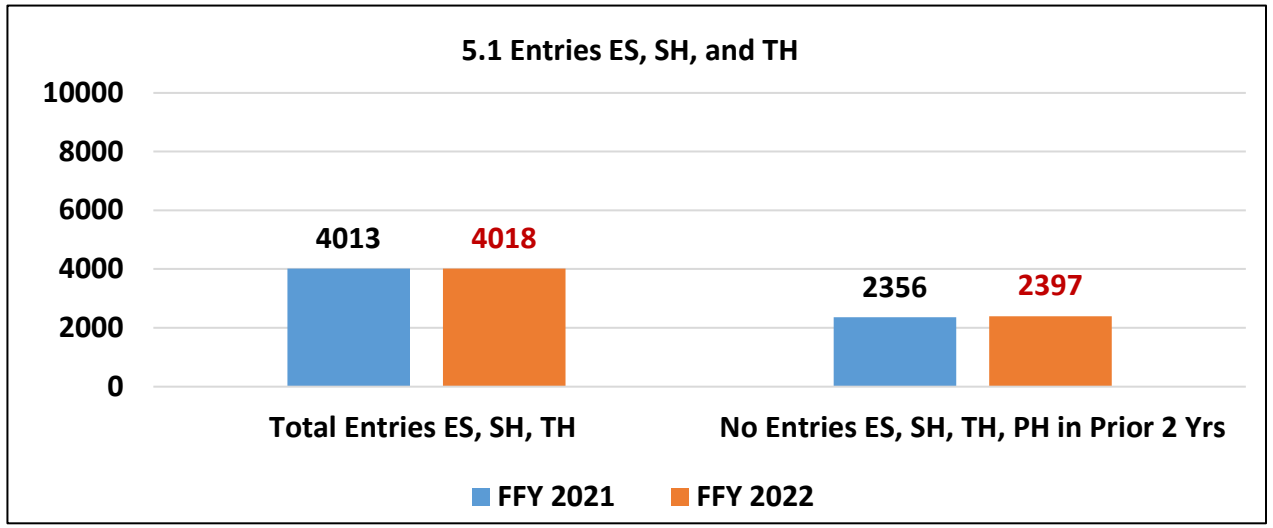
Measure 5.1 & 5.2 – Number of Persons Homeless for the First Time

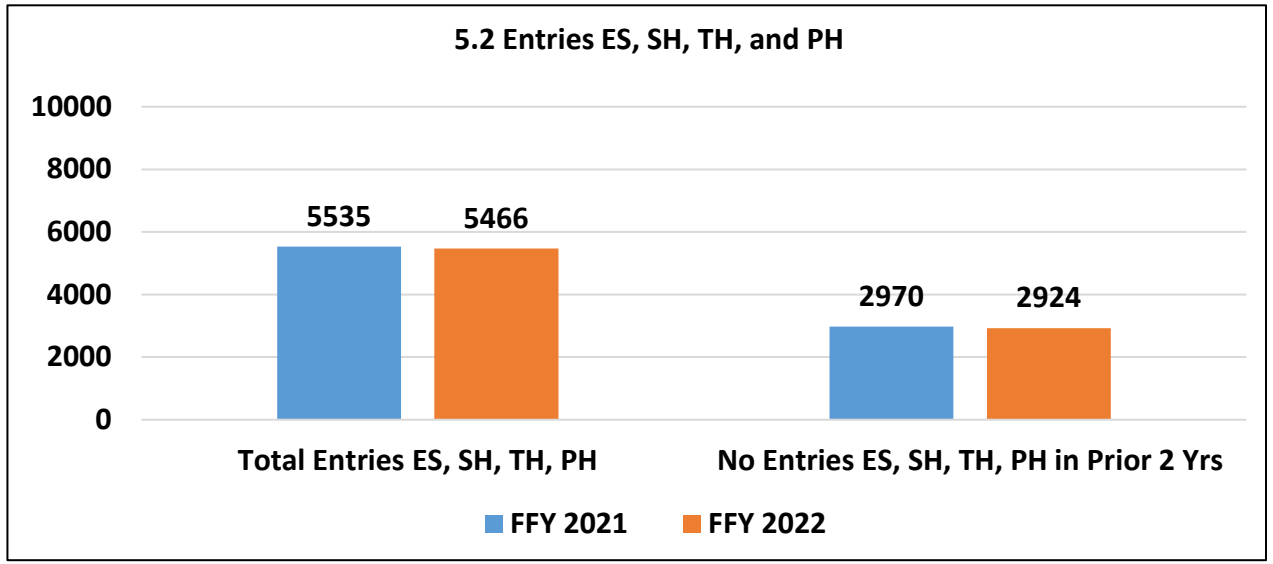
Goal:

- **Reduce the number of people in the community becoming homeless for the first time**

Action:

- **Monitor increases in your programs' homeless populations**
  - Review information for those clients to identify specific barriers that could be addressed





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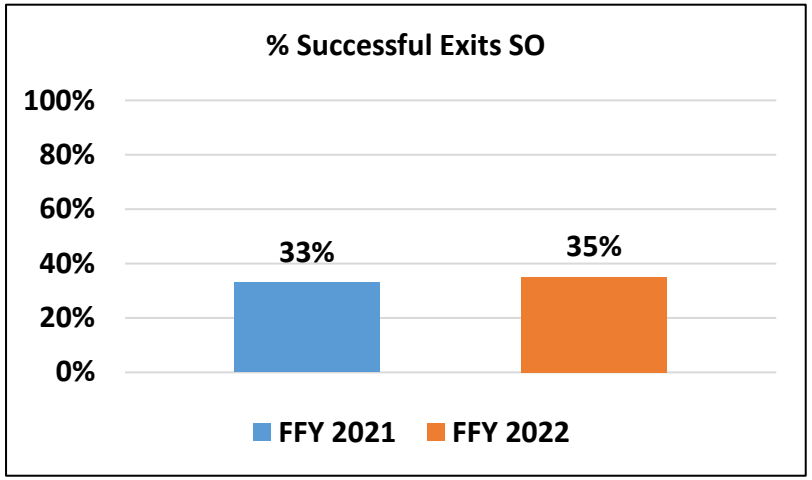
Measure 7 – Change in Exits to Permanent Housing Destinations

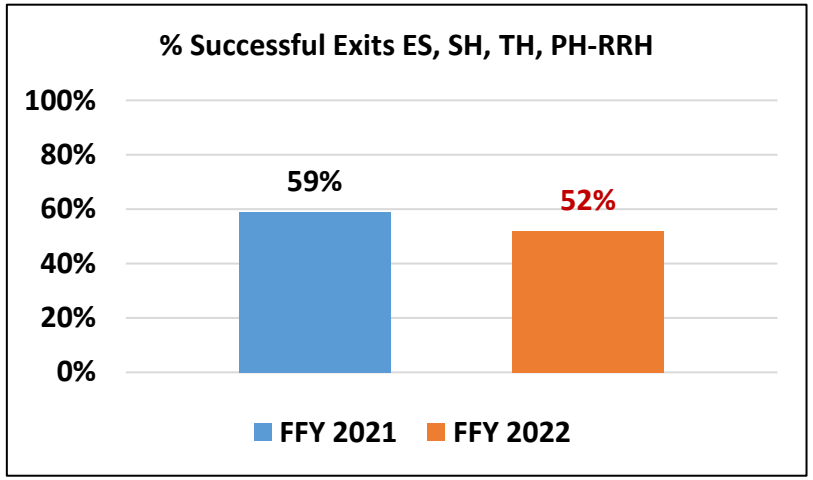
Goal

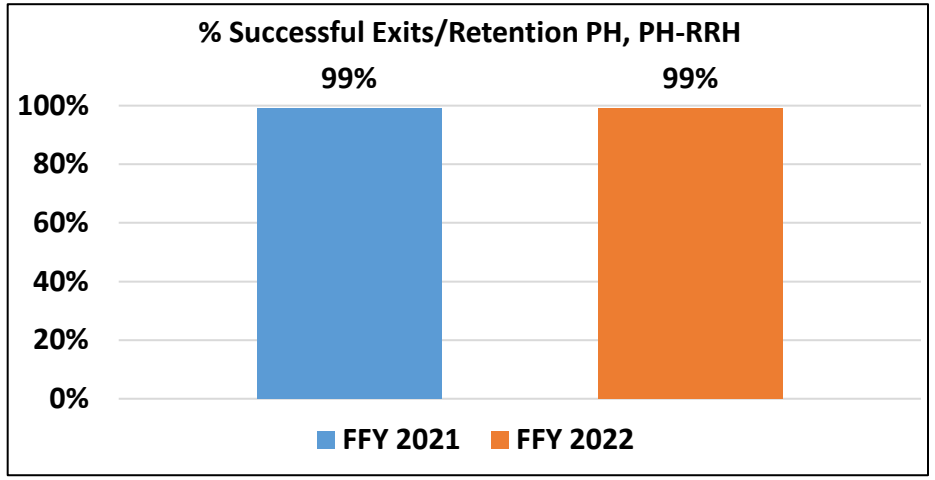
- **Increase exits to permanent housing for all program types**

Actions:

- **Use the Data Outliers report or APR regularly**
  - Identify leavers missing an exit destination to be sure all exits to PH are counted
  - Review enrollments for Stayers with exit dates but no move-in date







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Data Clean Up Resources

- **We need everyone to be aware of data accuracy to ensure quality data in HMIS**
- HDCs are the main point of contact for assistance and information
- Data Outliers and APR reports can be run at any time to review data
- Webinar recordings to guide through 4 key data elements are available
  - https://cceh.org/provider-resources/webinars/
- Data clean up guides are available to correct data issues identified
  - https://cceh.org/data-quality/

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Questions?

Contact Info:

Email the Data Team!
Data@CCEH.org

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Other Business?

Upcoming Meetings

SC Meeting Schedule

- October 21, 2022; 11-12:30
- November 18, 2022; 11-12:30
- December 16, 2022; 11-12:30
- January 20, 2023; 11-12:30
- February 17, 2023; 11-12:30
- March 17, 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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