Agenda

- Welcome and Chairs Introductions
- Guidelines for BOS Meetings
- Adopt February Steering Committee Meeting Minutes
- Breakout Discussions
- Announcements
- Update and Reminder – BOS Steering Committee Annual Election
- Amendment to Governance Charter– *Vote*
- Bonus Points for New Projects – Vote
- CT BOS Strategic Plan Status Update
- HMIS Updates
- Introduction to the Learning Management System
- 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

Reminder to honor the Conflict of Interest Policy

Reminders

YOUR VOICE MATTERS

- 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 February 2023 Steering Committee Meeting Minutes

CT BOS Feb SC Meeting Minutes

Special Notice of Funding Opportunity (SNOFO) BOS Award

SNOFO Award Overview - Context for Breakout Discussions

- **Total Award: $18,200,171 over 3 years**

  Street Outreach: $6,479,192 – 1 project; Grantee: DMHAS

  - Sub-recipients: Journey Home, New London Homeless Hospitality Center, Liberty, CHD, and Columbus House

  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)

  Coordinated Entry - 1 project $4,617,456; Grantee: DOH

  - Subrecipients TBD

  Planning Grant: $235, 510 - 1 project; Grantee: DMHAS - Subrecipients TBD

  <u>CT BOS Plan to Serve People with Severe Service Needs</u> will be discussed at April SC Mtg

Breakout Discussions: Focus on Unsheltered Homelessness

- Introduce yourself, your role and how long you have been attending BOS meetings
- The recent SNOFO award funds street outreach services for unsheltered people in each CAN (coordinated access Network)
- Share (if you want) what techniques in Street Outreach you have found to be particularly effective in helping people who are unsheltered to get housing?
- Identify one person to share 2-3 of your group's ideas in the chat when we come back from the breakouts

Announcements

Steering Committee Youth Community Representative (under the age of 25) **Position Available!**

BOS SC Youth Community Rep Application

CT BOS New Project Request for Proposals (RFP) due 4/14/23

BOS is accepting new project applications for the 2023 competition for CoC Bonus/Reallocation and for DV Bonus funds

Allowable Program Models for CoC Bonus:

o New Units of Permanent Supportive Housing (PSH) – Individuals Only (including youth)

o New Units of Rapid Rehousing (RRH) (including Diversion & Rapid Exit) for Individuals and Families (including youth)

o Services funds for PSH Projects with no dedicated service funds from any source

o Services funds for CoC-funded PSH and RRH projects with services funding below $5,000 per household per year

Allowable Program Models for DV Bonus:

o RRH & Joint Transitional/RRH (TH/RRH)

CT BOS New Project Request for Proposals (RFP) due 4/14/23 (2)

- Information on HUD requirements will not be fully available until the Notice of Funding Opportunity (NOFO) is released.

- Applications are submitted through Zengine (CT BOS online application portal).

- Last day to submit questions is 4/3/23 to enable compiling and posting responses.

- Instructions, Bidders' Conference recording and other information can be found on CT BOS website: CT BOS New Project RFP Info

Upcoming BOS Webinar

Participant Grievance Policies Training:
Tuesday, March 28, 10 a.m. - 11 a.m.

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

Join Zoom Meeting: Zoom Link
Meeting ID: 834 0201 6606
Passcode: 982042
+1 646 876 9923 US

Upcoming BOS Webinars

Eligibility Documentation Training: Tuesday, April 4, 10 - 12

Topics include:

- HUD eligibility requirements for all CT BOS CoC & YHDP program types

- Documentation requirements

- Forms and resources

- Safety considerations

Join via Zoom link: click to join
Meeting ID: 895 2922 5538
Passcode: 356630
Phone: 646 876 9923

Connecticut Race Equity Network (CT REN) Updates

Monthly Steering Committee (SC) Debrief

- 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.
- **First mtg, 3/28 at 5pm**

Link to Meeting

Project Renewal Evaluation Updates

- 2023 Renewal Evaluation scores were finalized in RED (Renewal Evaluation Database) & providers access renewal evaluation reports for projects directly in RED.

- Projects dissatisfied with their score requested a score change using the "Change Request or Grievance" feature in RED.

- CT BOS team reviewed all change requests, made score adjustments, and notified providers of the outcome.

- Any allowable score change requests that do not result in a score adjustment, were referred to the Grievance Committee.

- Grievance Committee met on 3/23.

- The CT BOS team is will notify providers when committee decisions are available for review in RED.
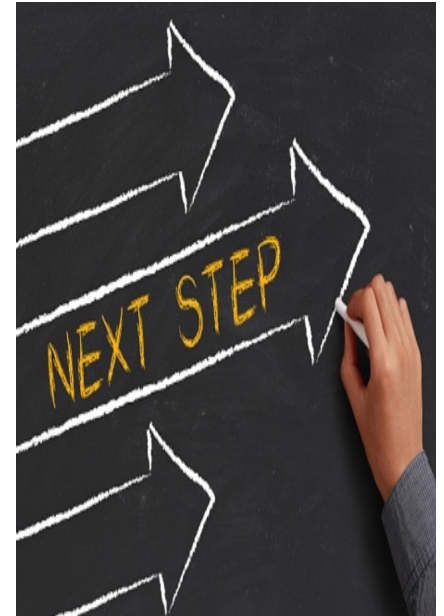
Reminder – Updated CT BOS Participant Bill of Rights:
CT BOS Participant Bill of Rights

Who is on the CT BOS Steering Committee?

CT BOS CoC Steering Committee

Alice Minervino, Co-Chair **CT DMHAS**	**John Merz, Co-Chair** **ACT**	**Sonya Jelks, Co-Chair** **CSH**	**Steve Dilella,Co-Chair** **CT Dept of Housing**
CAN Representatives **See Slide #21**	**CT DSS** **Cassandra Norfleet-Johnson**	**US Dept of Veterans Affairs** **Kristina Dalao**	**CT Dept of Education** **Louis Tallarita**
Community Representatives **See Slide #22**	**CT Housing Finance Agency** **Terry Nash**	**CT Dept of Correction** **Melissa Santiago**	**CT Dept of Children &** **Families** **Kim Somaroo-Rodriguez**
CT Dept of Labor **Robert Bongiolatti**	**Partnership for Strong** **Communities** **Chelsea Ross**	**CCEH** **Evonne Klein**	**CT Coalition Against DV** **Meghan Scanlon**

CT BOS CoC CAN Representatives

Northwest
Samantha Arruda
Nancy Cannavo

**Middlesex/
Meriden/Wallingford**
Manssour Hanne
Deanna Bencivengo

Greater Hartford
Amanda Gordon
Crane Cesario

Central
Caitlin Rose
Vacant Position

Greater New Haven
Nikki Barnofski
Cathleen Meaden

Eastern
Fenty Lee
Kim Jakowski

CT BOS CoC Community Representatives

Melissa Dzierlatka	Natalie Mazzone	Teth Pickens	Angel Cotto
Diamond Lovett	Richard Coleman	Lisa Scott	Vacant Youth Community Rep

CT BOS Chairs & Community Rep Elections in June

[CT BOS Chairs' Responsibilities](link)

CT BOS Steering Committee Coordinated Access Network (CAN) Reps

- CT BOS CAN Rep Registration forms due in June. More info to follow at April SC meeting
- CANs and agencies with SC representation are encouraged to appoint BIPOC/LATINX reps

Vote - Proposed Amendment to Governance Charter

Intent: To enable CT BOS SC Community Representatives to get jobs in the sector without having to resign from the Steering Committee.

Proposed Change to CoC Steering Committee Member Selection:

Remove this language: "Community representatives may not be employed by any agency receiving CoC funds."

Conflict of Interest Policy and Code of Conduct (See By-Laws Article 8) apply to all Steering Committee members, including Community Representatives, for example:

- Must disclose Conflicts of Interest
- May not vote on any item that would create a conflict or appearance of conflict.

Vote on Bonus Points for New Projects

Who can vote?

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

Proposal: 2023 Bonus Points for New Project Applications - Regular CoC Funds

- Bonus Points for rental assistance (RA) projects that received CT DMHAS H2H services funding (both lead agencies and sub-recipients (but cannot have RA twice on same units)
- Bonus Points for CoC-funded projects that currently have no designated services funding from any source.

CT BOS Strategic Plan Status Update

CT BOS Strategic Plan Status Update

CT BOS Strategic Plan Status Update

Feb 2022 Semi-Annual mtg, BOS stakeholders provided input on strategic priorities.

Advance Effective Service Delivery Model

BOS Actions taken:

- o Invested Planning funds in RRH Community of Practice
- o Annual BOS taining webinars include topics such as MI, Harm Reduction, etc
- o Made resources more accessible by posting DMHAS webinars to CT BOS website
- o Prioritized funding for PSH projects w/out any designated services funds in 2022 and 2023 new project RFPs

BOS Actions pending or efforts in progress:

- o Provide training on effective shared housing practices for CT BOS
- o Determine need for written guidance for BOS projects

CT BOS Strategic Plan Status Update (2)

Engage Diverse Stakeholders

Actions Taken:

o Increased number of Community Representatives on the SC to 6 & added 2 Community Representative seats to the CT BOS SC, specifically for youth

o Orient all Community Representatives

o Invest in training and support via CLIP

o Seek CLIP/Community Representative input on all major decisions

o Encouraged CANs to ensure at least one BIPOC /Latinx representative

o Encouraged agencies with SC representation to appoint BIPOC/Latinx representatives

Efforts in Progress:

o Implement CLIP recommendations on Governance Charter and Consumer Survey

CT BOS Strategic Plan Status Update (3)

Strengthen HMIS

Efforts in Progress

- CCEH to:
  - implement a plan for improving the speed at which new users can access the required training
  - develop a plan around agency reporting and data entry processes.

Other

Actions Taken:

- Increased services budget cap for PSH and RRH

Efforts in Progress:

- Develop onboarding training content for new CoC project direct service staff
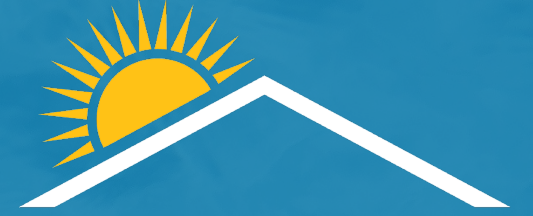
HMIS Updates

March 24th, 2023

HMIS Updates - Features released in 2022

- **CT HMIS - Improved Designation of Access Form**
    - Based on feedback received from HMIS Data Coordinators (HDCs) and support staff improvements have been made to the Designation of Access (DOA) Form
    - The role and program type options were updated to provide more instruction when setting up users. There is also a CaseWorthy Roles document to assist with filling out the DOA.

- **CT HMIS - Various updates to the BNLv2 (currently 2.6)**

- **CT HMIS - DATA OUTLIERS REPORT ADDED**
    - Users in HMIS have the ability to see specific data quality issues (per client, per program, by CAN) and can view potential data issues for each client in a program and CAN in order to correct the data quality issues.
    - DATA OUTLIERS Dashboard provided to HDCs

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HMIS Updates - Features released in 2022

- **CT HMIS MFA - Security Enhancement**
  - An additional layer of security, making security breaches less likely
  - Using MFA is one of the top three things that security experts do to protect their security online, according to a Google survey

- **CT HMIS Status Dashboard for the CT HMIS Database**
  - Summarize server utilization over a 24-hour period and will help end users and the system administrator identify high usage of the database and when the server is under unexpected strain.

HMIS Updates - 2023

- **CT HMIS: Data Quality Alert Dashboard (DQAD)**
  - An integrated approach to Data Quality
    - Alerts for your Case Managers on each client record
    - A Fast & Flexible Dashboard for your organization
    - Meant for ALL programs
    - Expandable and customizable, System or Organization-Wide
    - Integrated documentation / help / fix system
  - The data issues highlighted by these alerts have direct impact on SPM, LSA, APR and PIT data quality and completeness.
  - Improving the completeness of these specific elements will provide more accurate metrics which translates to better planning and interventions.
  - This will also provide a more accurate representation of the homeless experience for the households being served in CT.

HMIS Updates - 2023

This tool along with the APR/CAPER and the Data Outliers report create a comprehensive way to QA your program's data.

All the existing data and funder reports are still *very* valuable, and this doesn't replace them, but as time goes on, your team will have to do less last-minute correction using end of quarter or year funder reports because you'll be aware of errors earlier in the life of the client record and have quick links and detailed instructions on how to fix each issue.

HMIS Updates - 2023

- Release Bin Rework
  - With the completion of the Policies and Procedures for the HMIS SC in September, the Release Bin process will be up for discussion.
  - CCEH will work with Nutmeg and the HMIS SC to streamline this process with an aim to create transparency. More to come as discussions are had.

- Ad-Hoc Requests
  - Updates are often made via request, though are dependent on funding.

HMIS Updates - 2023

- HOMES/VASH/HMIS
  - With an update to the HOMES export, CCEH has reopened discussions with the VA regarding importing VASH data. Previously, data was anonymized from HOMES. However, the VA is now able to provide HoH data.
  - CCEH will work with Nutmeg and VA to import this data. Discussions are currently preliminary.

- Training
  - Work has been ongoing on an LMS for HMIS training. It is expected to begin roll out this summer with more and more HMIS courses to be continually developed. Eventually all possible HMIS courses will be accessible On-Demand. Please keep an eye out for updates from Nutmeg and CCEH as we get closer to launch.

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HMIS Updates

For 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

For more information on the DQAD, please visit CTHMIS.com:

DATA QUALITY ALERT DASHBOARD BETA

CT HMIS Status Dashboard
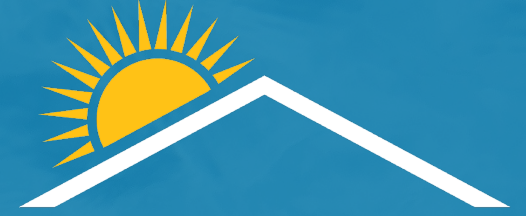
System Performance Measures (SPM) Year-over-Year Comparison

March 24, 2023

Presenters

Rose Kelly

Data Project Manager & Business Analyst

CCEH

rkelly@cceh.org

Agenda

- Review SPM metrics 2021, 2022, and current 2023

- Importance of data quality for SPM metrics

- Resources and Information

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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

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Data Quality and Funding
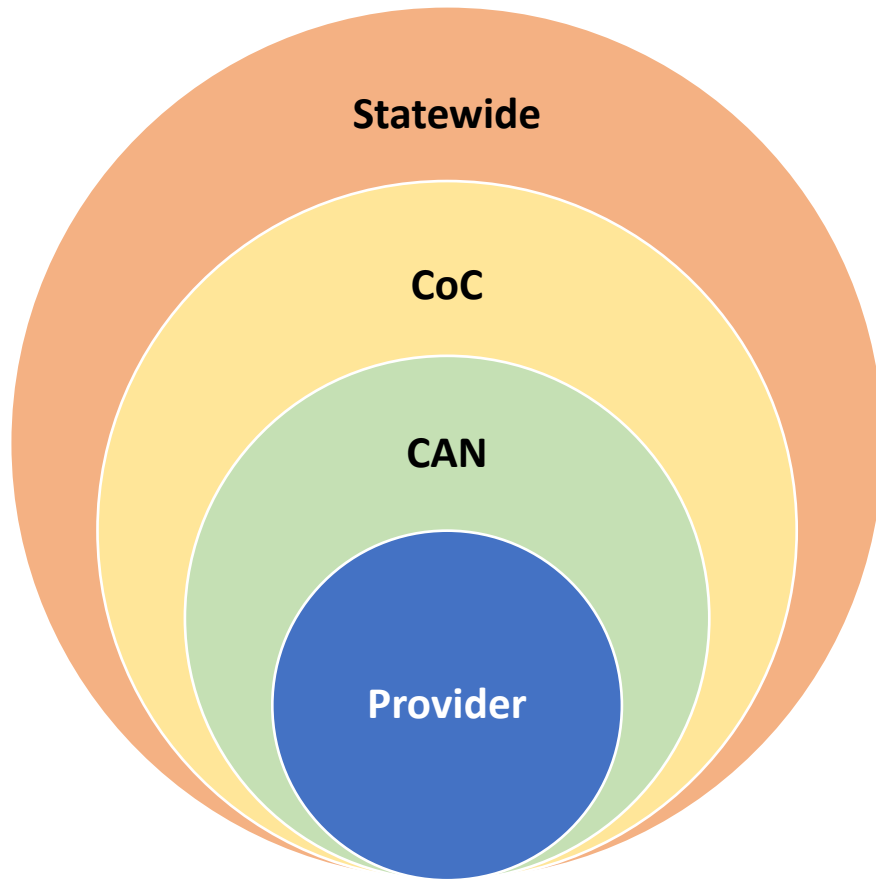
- All partners are responsible for data accuracy
- Quality data accurately reflects successes and areas for improvement

HUD determines where funding will be the most effective

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

- Programs that underperform may lose funding

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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
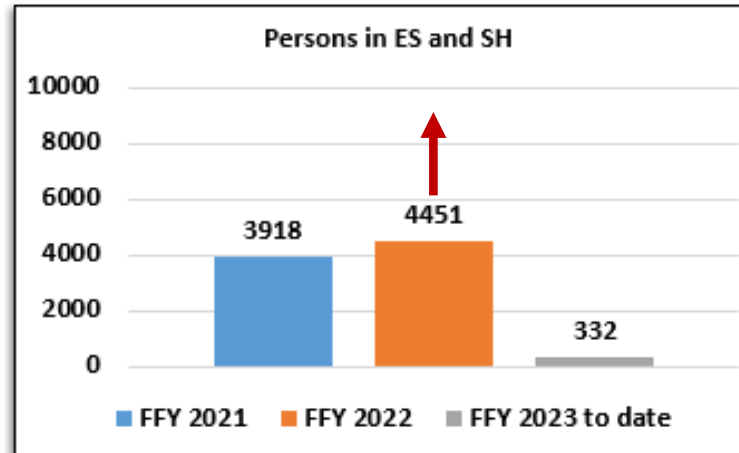 - Customizable for single or multiple programs
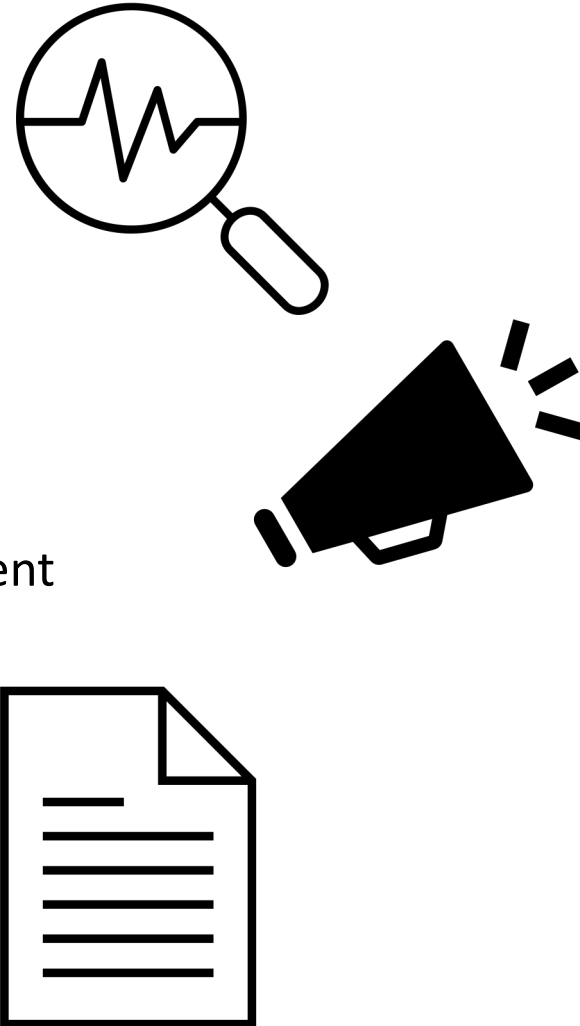
Metric 1a Length of Stay (LOS)

Reduce the average and median LOS

Actions:

- Look for overlapping enrollments
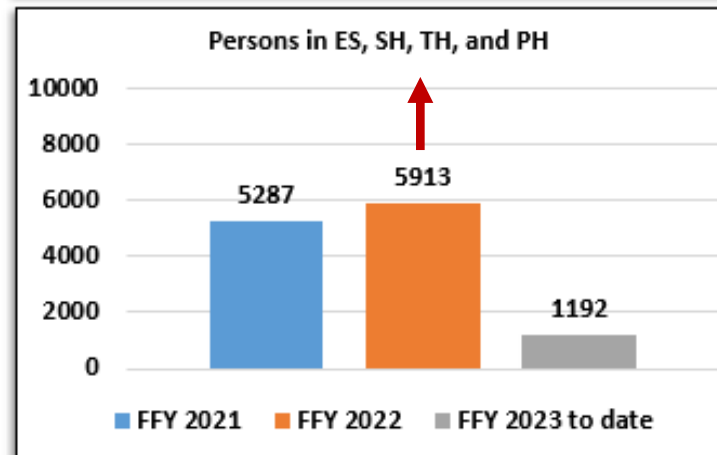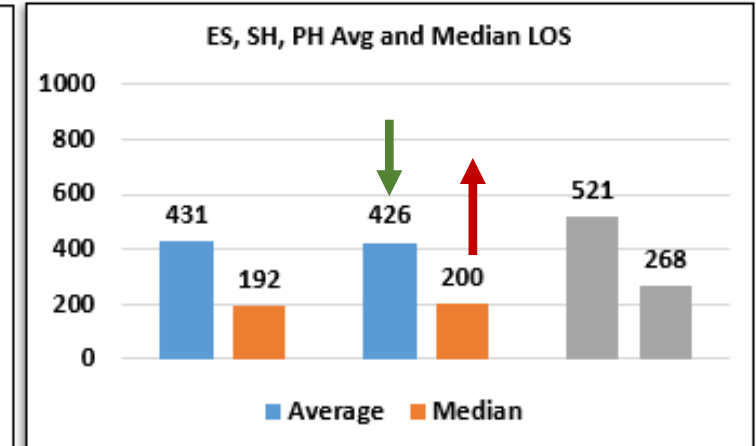- Missing move-in dates
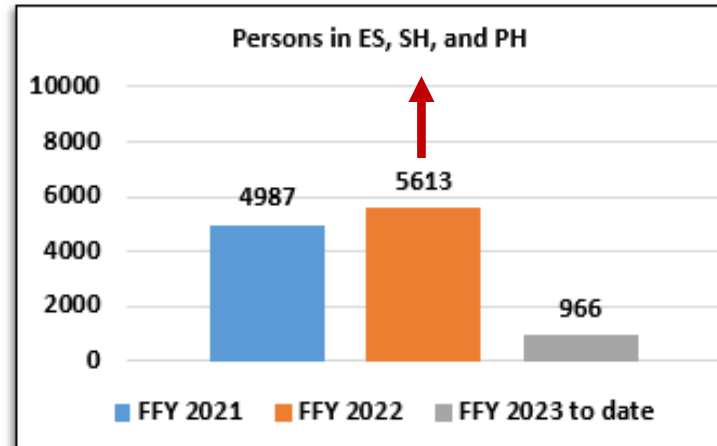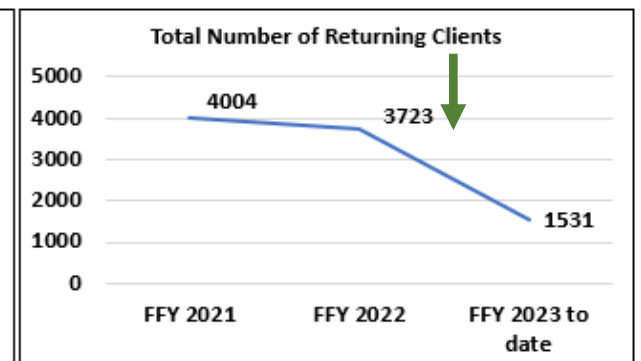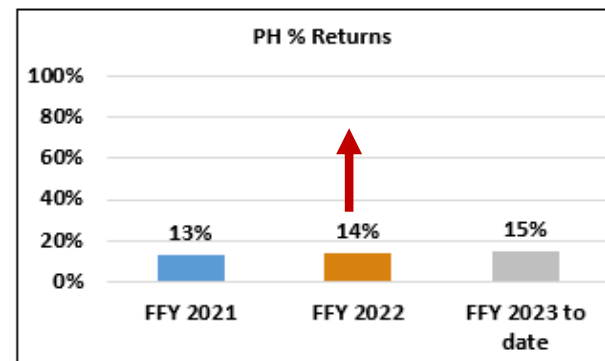- Long LOS
- Date homelessness started
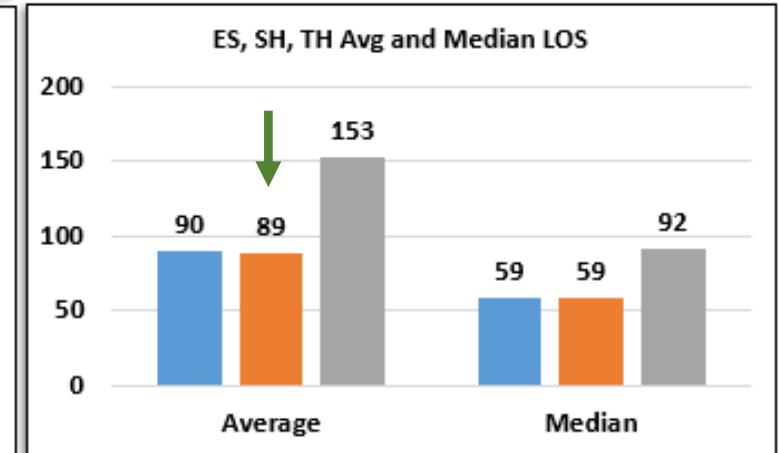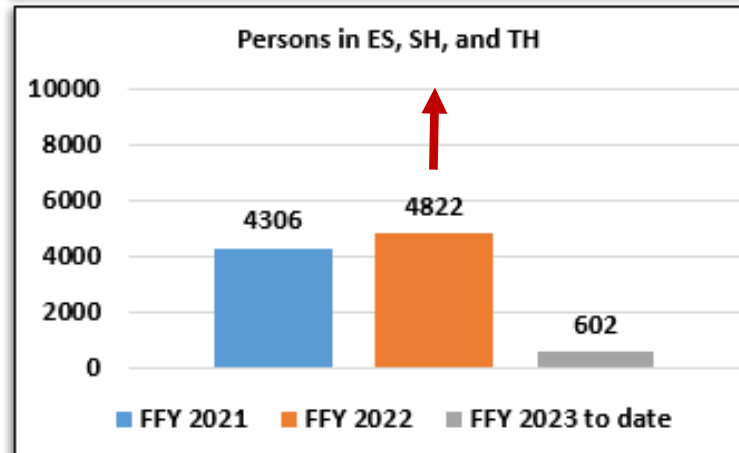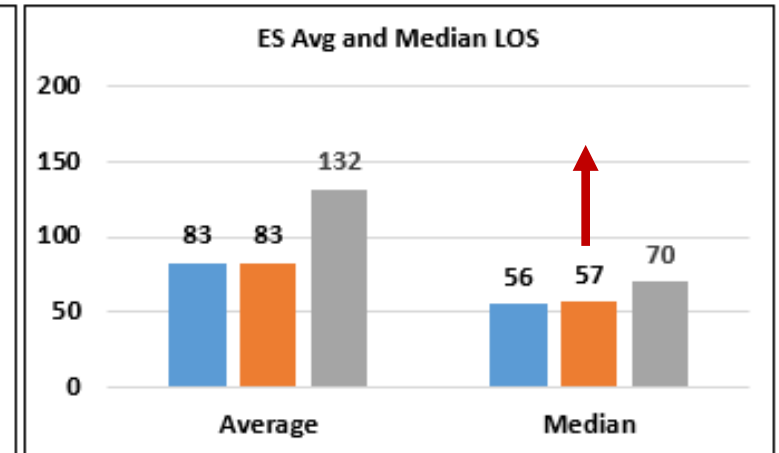
Metric 1b Length of Stay (LOS)

Reduce the average and median LOS

Actions:

- **Look for overlapping enrollments**
- **Missing move-in dates**
- **Long LOS**
- **Date homelessness started**

Persons in ES, SH, and PH

	FFY 2021	FFY 2022	FFY 2023 to date
	4987	5613	966

ES, SH, PH Avg and Median LOS

	Average	Median		
	431	192	426	200
			521	268

Persons in ES, SH, TH, and PH

	FFY 2021	FFY 2022	FFY 2023 to date
	5287	5913	1192

ES, SH, TH, PH Avg and Median LOS

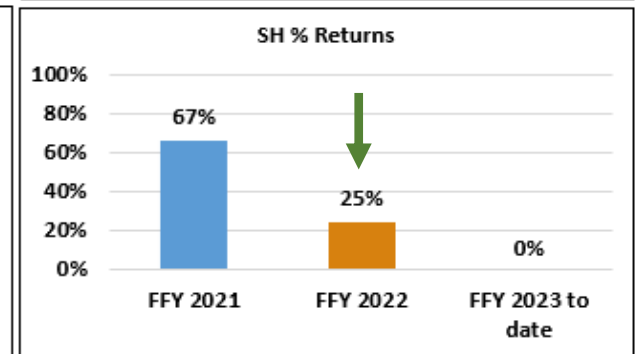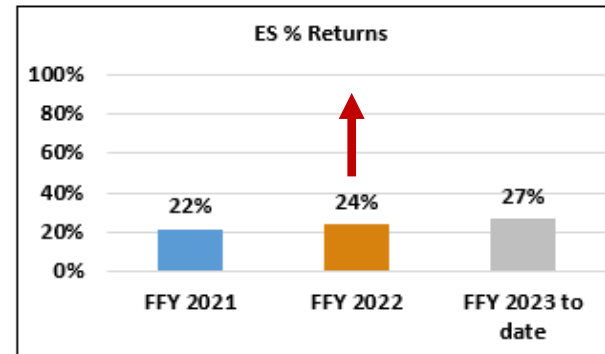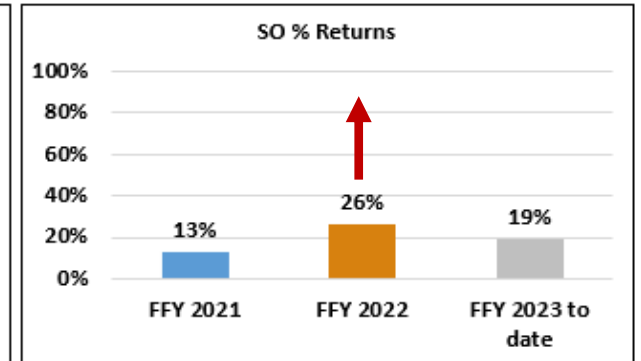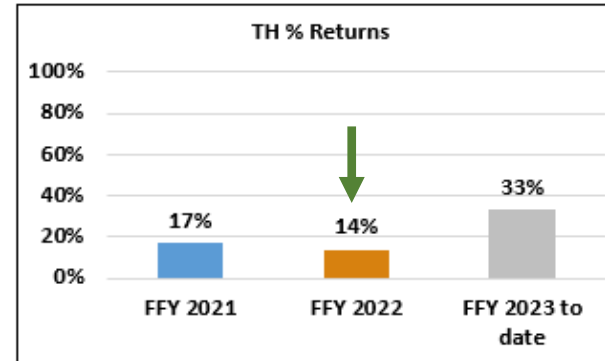|	Average	Median		
	426	192	420	200
			475	250
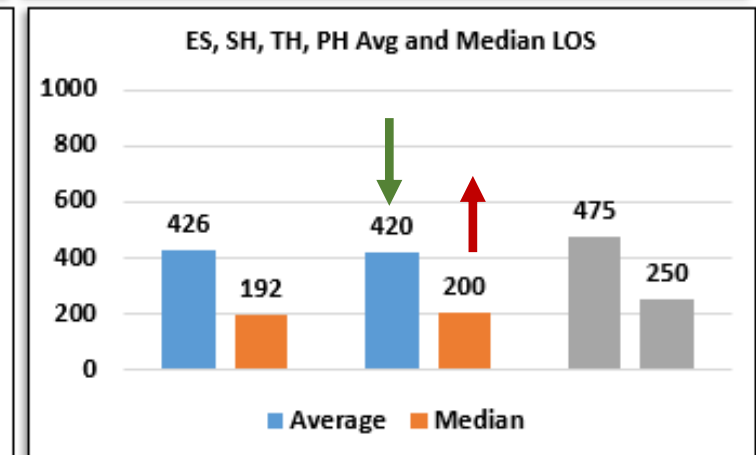
Measure 2 – Exits from Programs to PH with Returns to Homelessness in 2 Years

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**

TH % Returns

FFY 2021	FFY 2022	FFY 2023 to date
17%	14%	33%

SO % Returns

FFY 2021	FFY 2022	FFY 2023 to date
13%	26%	19%

ES % Returns

FFY 2021	FFY 2022	FFY 2023 to date
22%	24%	27%

SH % Returns

FFY 2021	FFY 2022	FFY 2023 to date
67%	25%	0%

PH % Returns

FFY 2021	FFY 2022	FFY 2023 to date
13%	14%	15%

Total Number of Returning Clients

FFY 2021	FFY 2022	FFY 2023 to date
4004	3723	1531

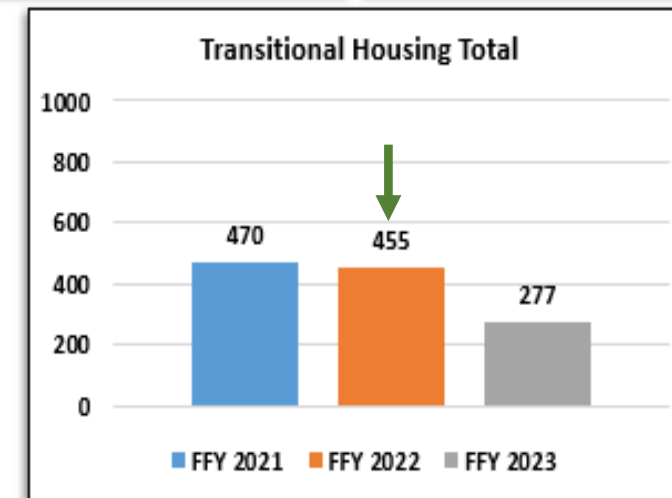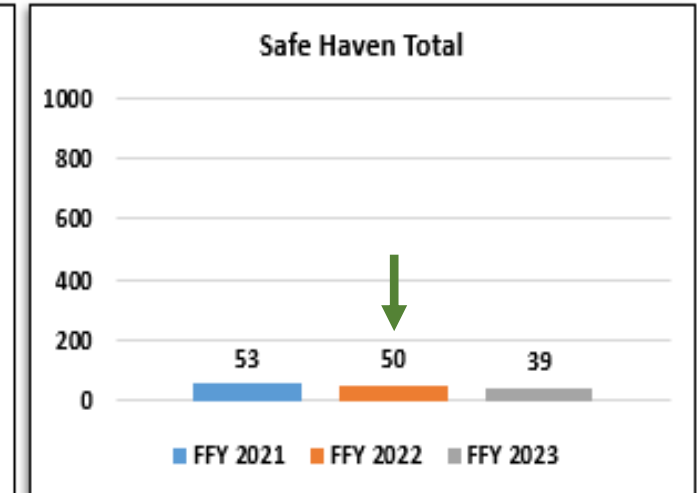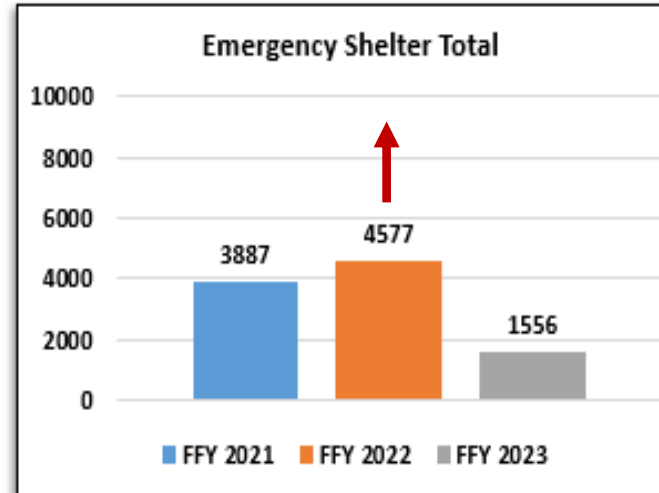CONNECTICUT COALITION to
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Measure 3 – Number of Homeless Persons

Decrease the number of people entering homelessness

Action:

- Monitor your inflow using the APR
- Review data by program type to see where the greatest inflow comes from

Emergency Shelter Total

- FFY 2021: 3887
- FFY 2022: 4577
- FFY 2023: 1556

Safe Haven Total

- FFY 2021: 53
- FFY 2022: 50
- FFY 2023: 39

Transitional Housing Total

- FFY 2021: 470
- FFY 2022: 455
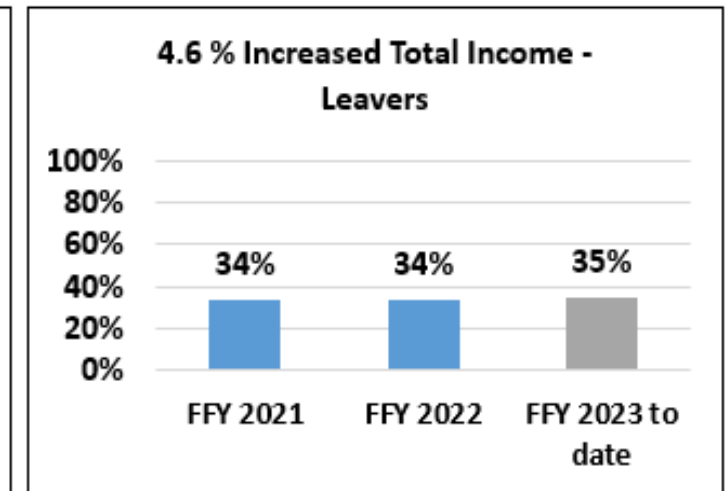- FFY 2023: 277

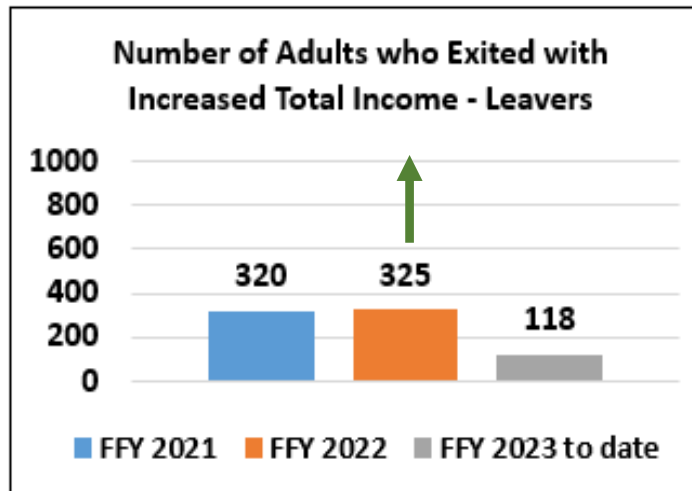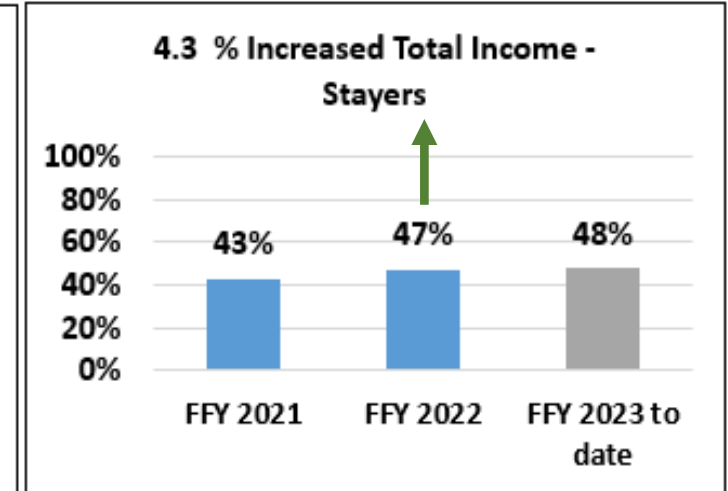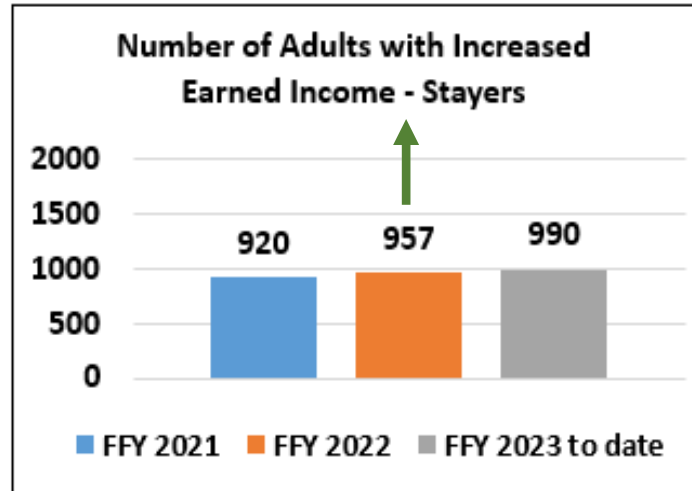CONNECTICUT COALITION to END HOMELESSNESS

Measure 4.1-4.6 – Change in Total Income

Connect clients to resources and supports to increase their income

Action:

- 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
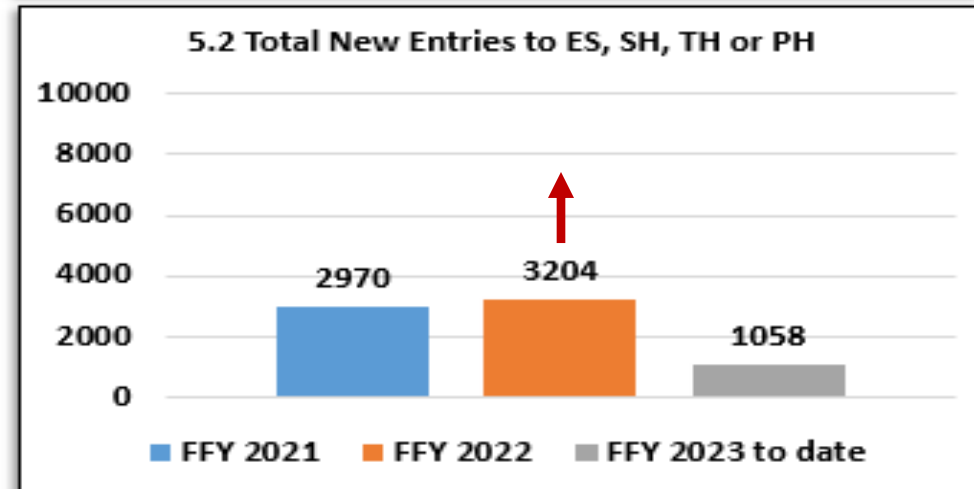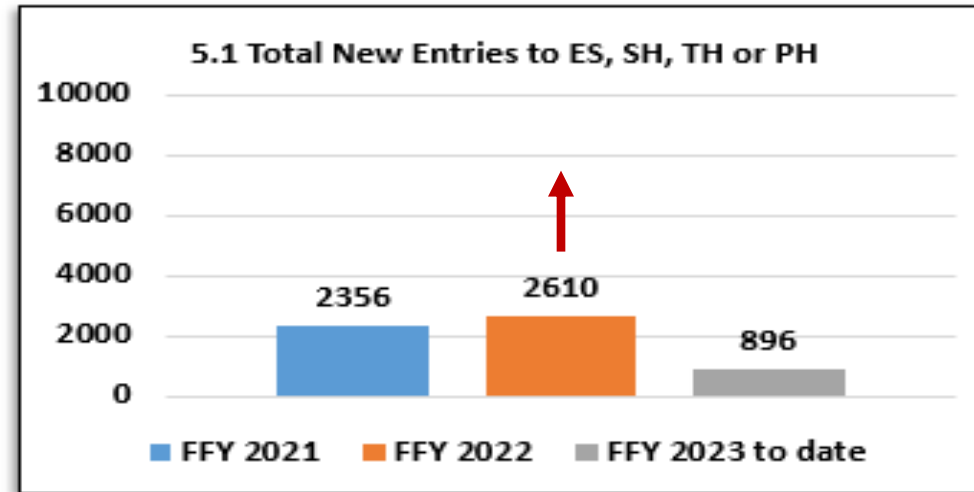
Number of Adults with Increased Earned Income - Stayers

| | 920 | 957 | 990 |

- FFY 2021
- FFY 2022
- FFY 2023 to date

4.3 % Increased Total Income - Stayers

| | 43% | 47% | 48% |

FFY 2021 · FFY 2022 · FFY 2023 to date

Number of Adults who Exited with Increased Total Income - Leavers

| | 320 | 325 | 118 |

- FFY 2021
- FFY 2022
- FFY 2023 to date

4.6 % Increased Total Income - Leavers

| | 34% | 34% | 35% |

FFY 2021 · FFY 2022 · FFY 2023 to date

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

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

Action:

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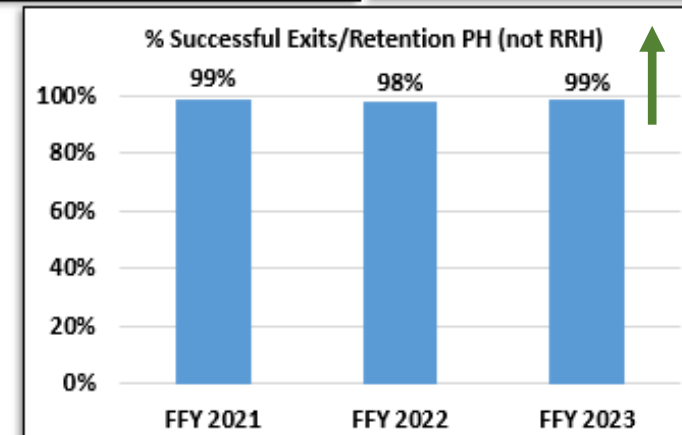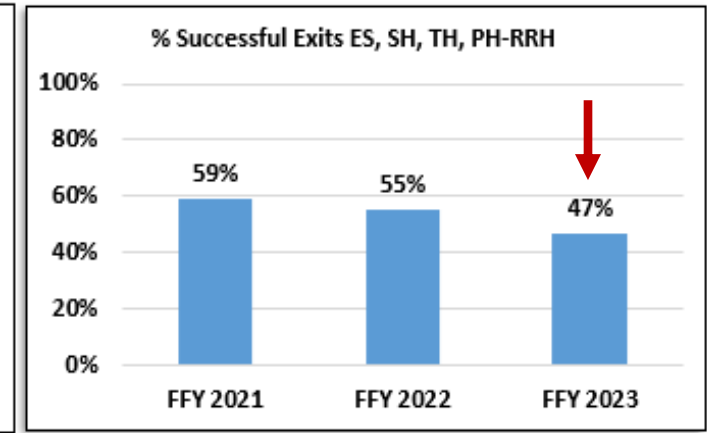- Be aware of public policies that might impact increases or decreases

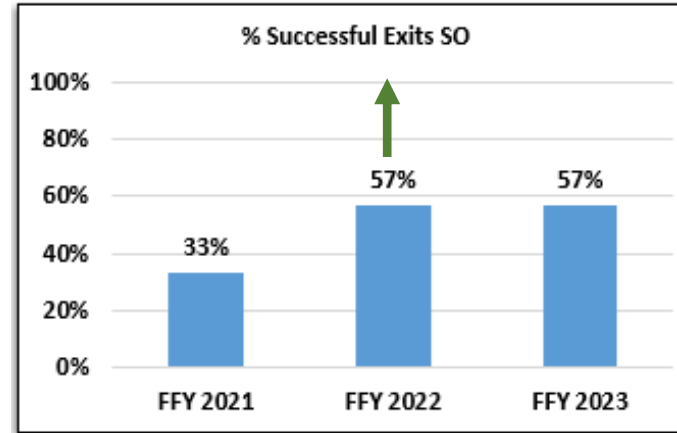
5.1 Total New Entries to ES, SH, TH or PH

- FFY 2021: 2356
- FFY 2022: 2610
- FFY 2023 to date: 896

5.2 Total New Entries to ES, SH, TH or PH

- FFY 2021: 2970
- FFY 2022: 3204
- FFY 2023 to date: 1058

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END HOMELESSNESS

Measure 7 – Change in Exits to Permanent Housing Destinations

Increase exits to permanent housing for all program types

Actions:

- Check your data for leavers with no exit or move-in date
- Look for stayers with exit dates or move-in dates
- Compare at the program level to see which have more successful increases and review their processes

% Successful Exits SO

FFY 2021	FFY 2022	FFY 2023
33%	57%	57%

% Successful Exits ES, SH, TH, PH-RRH

FFY 2021	FFY 2022	FFY 2023
59%	55%	47%

% Successful Exits/Retention PH (not RRH)

FFY 2021	FFY 2022	FFY 2023
99%	98%	99%

CONNECTICUT COALITION to
END HOMELESSNESS

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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
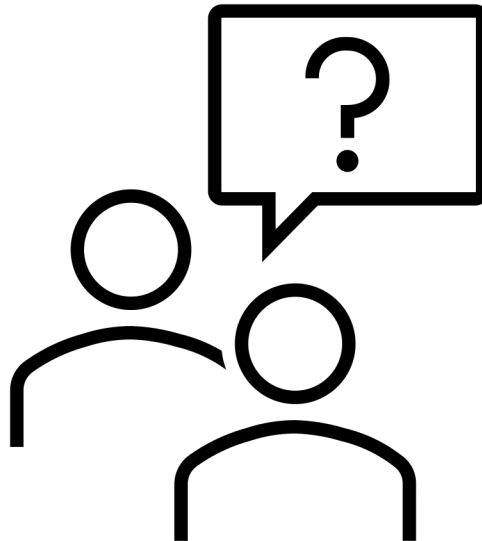
CCEH

data@cceh.org

- Interpret report data
- Review data issues
- Process questions
- Data cleanup guides

  data@cceh.org/data-quality/

Questions?

Introduction to the Learning Management System
Tina Cormier, Nutmeg Consulting

Other Business?

Upcoming Meetings

SC Meeting Schedule

- April 21, 2023; 11-12:30
- 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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