

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

September 22, 2023



# Agenda

- Welcome and Chairs Introductions
- Group Agreements for BOS Meetings
- Adopt August Steering Committee Meeting Minutes
- Announcements
- HUD CoC Competition
- Vote on Adoption of Changes to Category 4 of the HUD Homeless Definition
- UniteCT Workforce Rental Assistance Program
- Statewide Outreach Guidelines
- Partner Announcements
- 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 Conflicts 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:
  - Lauren Pareti
  - Liz Isaacs

# Approve CT BOS August 2023 Steering Committee Meeting Minutes

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CT BOS August SC Mtg Minutes

# Announcements



# National Standards for the Physical Inspection of Real Estate (NSPIRE) Implementation for ESG, CoC, and HOPWA Recipients - **Extending the Compliance Deadline**

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- HUD is developing additional guidance to assist ESG, CoC, and HOPWA recipients adopt the updated standards
- Additional guidance will not be available by October 1, 2023
- **HUD has extended the date by which ESG, CoC, and HOPWA recipients must use these standards to inspect housing to October 1, 2024**



# Reminder: Post Steering Committee Debrief

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- Anyone who has questions or comments about Steering Committee business can stay on at the end of the monthly zoom meeting.
- As always, questions/comments can also be sent [CTBOSCoC@gmail.com](mailto:CTBOSCoC@gmail.com) or call a team member any time!







# Learning Management System Update

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# LMS Public Dashboard



Login



Welcome to the CT HMIS  
Learning Management System (LMS)



**CT HMIS Website**

Click to check out this link



**New User**

LMS Registration Form

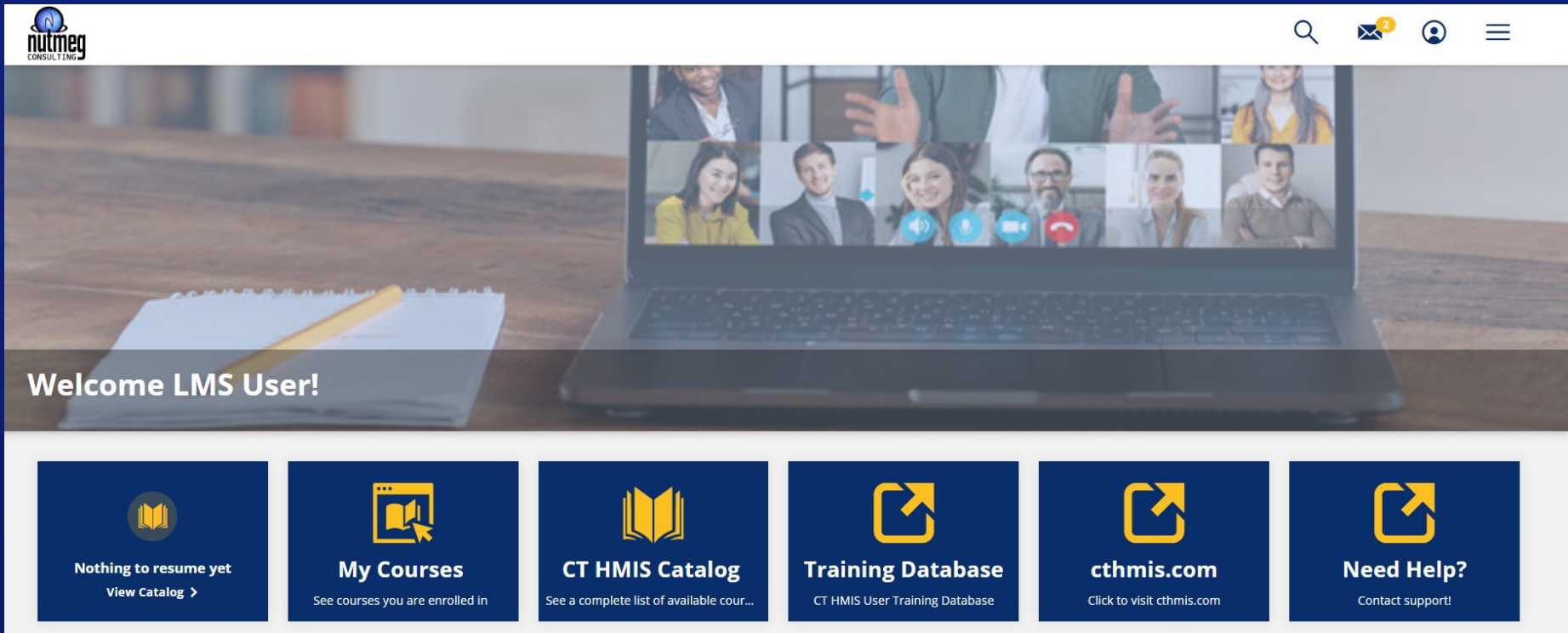


**Need Help?**

Contact Us

**<https://cthmis.myabsorb.com/#/public-dashboard>**

# LMS User Dashboard



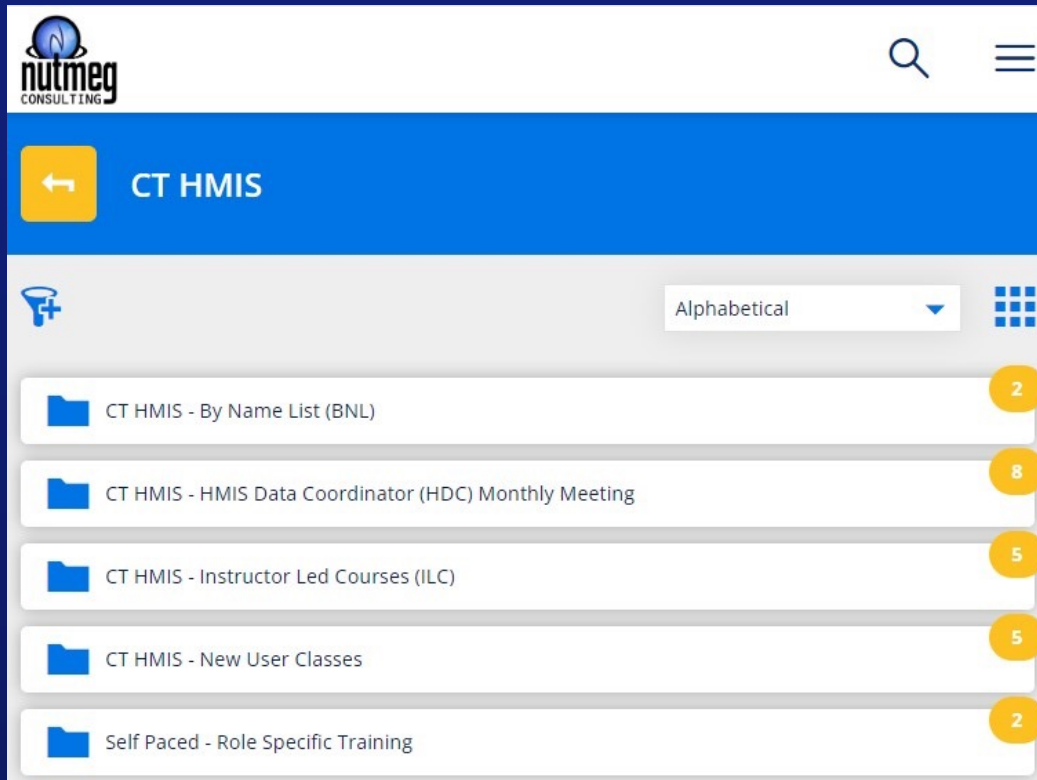
The screenshot shows the LMS User Dashboard interface. At the top left is the nutmeg CONSULTING logo. At the top right are icons for search, notifications (2), user profile, and a menu. The main header image features a laptop displaying a video conference with several participants, resting on a wooden desk with a notepad and a yellow pencil. Below the header, a dark blue banner reads "Welcome LMS User!". Underneath this banner is a row of six blue tiles, each with a yellow icon and text:

- Nothing to resume yet**  
View Catalog >
- My Courses**  
See courses you are enrolled in
- CT HMIS Catalog**  
See a complete list of available cour...
- Training Database**  
CT HMIS User Training Database
- cthmis.com**  
Click to visit cthmis.com
- Need Help?**  
Contact support!

- Dedicated Learning Portal for CT HMIS
- Gated LMS Registration
- Newly Designed Training Database

- [Training & Events Page on CT HMIS website](#)
- [Training Registration Instructions](#)
- [LMS Registration Form](#)

# LMS User Dashboard



## Online Self-Paced Classes

Mandatory for LMS Access:

- Privacy & Security
- End User Agreement (EUA)

Mandatory for Role/Program Access:

- Overview of CTHMIS.com
- Brief Introduction to HMIS

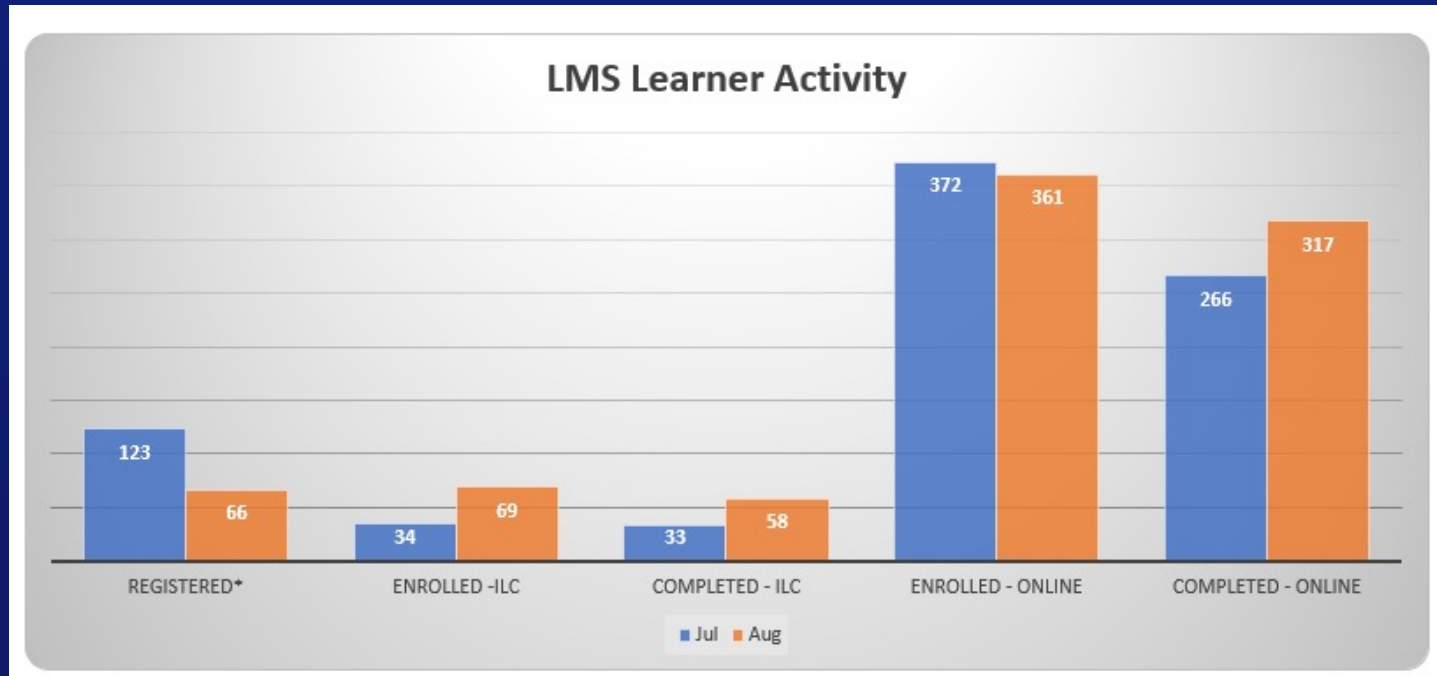
Recommended:

- Multi-factor Authentication Security Training

## Instructor Led Courses (ILC) – Scheduled Weekly

- CAN/Coordinated Entry
- Emergency Shelter
- PATH/DMHAS/DDaP/ESG
- RRH/SSVF/HP/YHDP & Services Only
- TLP/PSH/S+C/AIDS/HOPWA/RHY/YHDP

# LMS User Data



As of 09/18/2023:

Total Users Registered in LMS = 189

Total Users Enrolled in ILC = 103

Total Users Completed ILC Training = 91

Total Users Enrolled in Online (Self-paced) Courses = 733

Total Users Completed Online (Self-paced) Courses = 583



# Instructor Led Data

Number of ILC Classes Held



- Offer each ILC weekly – 5 per week
- Class time reduced from 4 hours to 3
- 1 hour of user self-paced training

Number of Users Attended ILC



- July offered 15 ILCs – 3 had no enrollees
- Aug offered 25 ILCs – 3 had not enrollees
- Sep posted 21 ILCs – 75 enrolled

# Next Steps

## FY Q1

- LMS Launch
- This is new for everybody: Continue to improve & fine tune processes, workflows, and support experience
- Continue to transfer existing self-paced content to LMS and new online content when new programs launch (ex. HDC Mtgs, Homeless to Housing (H2H), By Name List (BNL) v2)

## FY Q2

- Develop HMIS content with a modular approach, allowing easy customization of specific sections
- Create more self-paced role specific training (breaking down ILCs – prioritizing content for users that have non-standard working hours)
- Add agency specific program content required for Designation of Access (DOA)
- Work with 2-1-1 to add their content for their DOAs

# CCEH Updates





# HUD 2023 Continuum of Care (CoC) Competition



# Proposed New Projects – CoC Bonus Permanent Supportive Housing (PSH)



## **Total PSH Request -- \$1,664,274; 6 projects (4 new, 2 expansions)**

- CT Department of Mental Health and Addiction Services is grantee (except for CRT)
- All for individuals (except for CRT expansion)
- 3 projects enhanced services only
  - CRT PSH Consolidated Supplemental Expansion: \$356,803; 57 households
  - Chrysalis Center Cedar Pointe: \$57,780; 6 households
  - RVS - CT0054 Middletown Rental Assistance – Expansion: \$192,600; 20 households
- 3 projects new units and services
  - New Reach New Haven PSH Bonus: \$646,314; 26 units
  - Reliance Health - SMHA PSH Bonus 2023: \$225,470; 10 units
  - Chrysalis Center HEARRT House: \$185,307; 8 units

# Proposed New Projects – CoC Bonus Rapid Rehousing (RRH)

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## **RRH Request -- \$1,770,418; 4 projects; 78 units; CT Department of Housing grantee**

- Mercy Homeless to Housing Rapid Re-Housing: \$203,000; 15 units
- NLHHC Eastern CT Collaborative: \$417,621; 20 units
- Columbus House New Haven RRH Bonus 2023: \$696,031; 28 units
- Friendship Service Center RRH Bonus 2023: \$453,766; 15 units



# Proposed New Projects

## Domestic Violence (DV) Bonus

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### **DV Request -- \$1,840,100; DOH grantee**

- CT Coalition Against DV (CCADV): CT0330 CT BOS CCADV RRH 2023 Expansion
  - \$259,017; 135 existing units – VAWA costs added
- CCADV: CT0338 CT BOS CCADV RRH 2023 Expansion
  - \$1,224,769; 41 new units
- Safe Futures Joint TH-RRH Program
  - \$356,314; 15 units



# New Project Final Ranking



1.Mercy Homeless to Housing Rapid Re-Housing 2023	RRH
2.New Reach New Haven PSH Bonus 2023	PSH
3.NLHHC Eastern CT Collaborative	RRH
4.CRT PSH Consolidated Expansion	PSH
5.Columbus House New Haven RRH Bonus 2023	RRH
6.Reliance Health - Southeastern Mental Health Authority PSH Bonus 2023	PSH
7.Friendship Service Center RRH Bonus 2023	RRH
8.Chrysalis Center Cedar Pointe	PSH
9.RVS - CT0054 Middletown Rental Assistance 2023 Expansion	PSH
10. Chrysalis Center HEARRT House	PSH
Safe Futures Joint TH-RRH Program *	TH-RRH
CT0330 CT BOS CCADV RRH 2023 Expansion *	RRH
CT0338 CT BOS CCADV RRH 2023 Expansion *	RRH

DV Bonus Projects are funded from a separate pot of money

# Planning Grant

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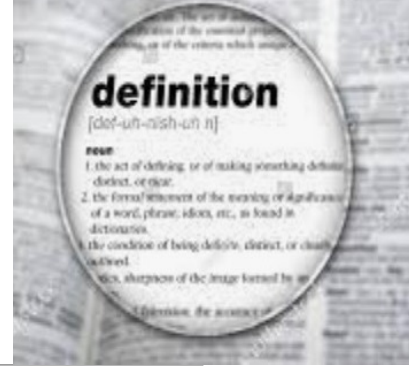


**Amount Requested=\$1,500,000**

- **Coordination Activities (\$145,000):** support CoC process; prep materials & attend monthly/Bi-annual CoC meetings; develop & update materials for BOS distribution & website
- **Project Evaluation & Monitoring (\$210,000):** evaluate performance outcomes & develop reports; manage corrective action & TA process; monitor agencies for HUD compliance
- **CoC Application Activities (\$130,000):** prep HUD Consolidated App; provide TA to agencies; review all project apps
- **Developing a CoC System (\$445,300):** analyze system investments & outcomes to ID gaps & allocate resources; provide trainings; draft policies & procedures; involve PWLE in trainings, operation & evaluation of system; advance race/gender equity in CoC
- **HUD Compliance Activities (\$569,700):** assist in planning/supporting annual PIT count; prepare, verify & submit HIC/PIT data; compile/verify GIW & assess spending

# EXPANDED Homeless Definition

Category 4: Domestic Violence (DV) – red text indicates changes



HUD requires CoCs to use a very specific definition of homelessness that includes 4 categories.

Category 4 - Any individual or family who:

- (i) is **experiencing trauma or lack of safety** related to, or fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous, **traumatic**, or life-threatening conditions related to the violence against the individual or a family member in the individual's or family's current housing situation, **including where the health and safety of children are jeopardized**; and
- (ii) Has no other **safe** residence; and
- (iii) Lacks the resources\* to obtain other safe permanent housing. (**\*omits "and support networks"**)

Survivors of human trafficking are included in the definition.

# Key Changes

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- Survivors can qualify when they are experiencing **trauma** or lack of safety in their current housing related to recent or **previous violence**.
- Clarifies that if another residence a household can access is **not safe**, they can qualify under Category 4.
- Omitting “**support networks**” ensures that survivors need not reach out to family and friends before they can qualify.
- Clarifies the inclusion of conditions that jeopardize the **health and safety of their children**.





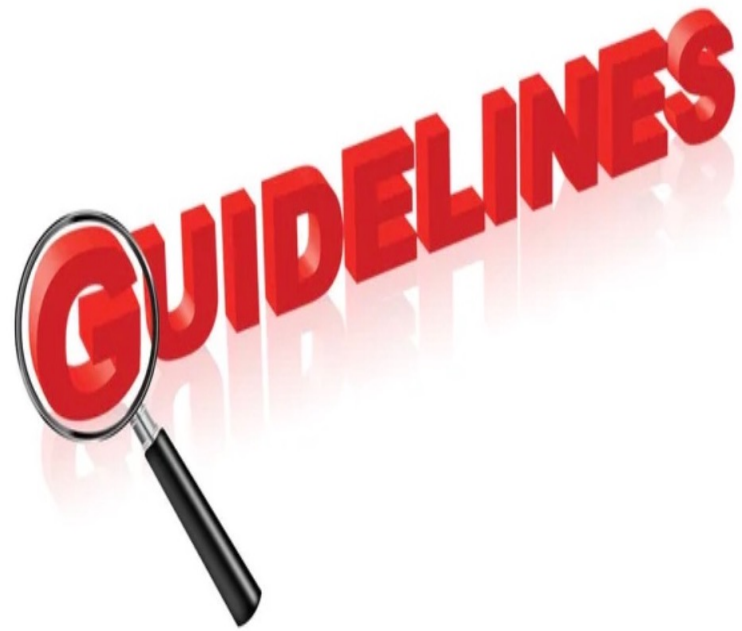


Vote  
EXPANDED  
Homeless  
Definition  
Category 4:  
Domestic  
Violence (DV)

Everyone can  
vote!



# UniteCT Workforce Rental Assistance Program



# Statewide Outreach Guidelines

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- Discussion today
- Vote October -- Adoption of the Guidelines as requirements for CT BOS funded Street Outreach projects
- Everyone can vote!

## Guidelines Include:

- Values
- Vision, Goals and Outcomes
- Outreach Practices
- Supervisory Guidelines
- Outreach Project Guidelines
- Street Outreach Funding
- Performance Guidelines

# Connecticut Statewide Street Outreach Guidelines

**CT Department of Mental Health and Addiction Services  
& CT Department of Housing**



# CT Outreach Values

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- Housing First
- Urgency – end homelessness as quickly as possible
- Respect perspectives, motivations, choices & property
- Build trusted relationships with clients & partners
- Minimize risk & reduce harm
- Create equal access
- Create transparency with clients and partners
- Be consistent





## CT Outreach Values (2)

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- Become allies in clients' journeys
- Engage as an interdependent provider in a network of committed service providers
- Practice & support culture of self-care
- Meet people where they are
- Be flexible & creative problem-solvers
- Commit to data & documentation – use in collaboration & service improvement
- Rigorously plan outreach

# CT Outreach Vision and Goals

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**Vision:** to support people experiencing unsheltered homelessness in achieving some form of permanent, sustainable housing

**Goals:**

1. Quickly connect to safe housing, income & other supports
2. Identify people living in unsheltered locations
3. Minimize service gaps or duplication
4. Use resources strategically to end homelessness
5. Prepare & support people to meet tenancy obligations
6. Provide warm handoff and aftercare



# CT Outreach Outcomes

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Unsheltered clients, especially most vulnerable, **move into housing**

- % of clients exiting outreach to a permanent housing location
- % of clients on high priority list exiting outreach to a permanent housing location

Clients' experience of homelessness **not one day longer** than necessary

- % of referrals from 211/community partners contacted within 24 hours or due diligence to locate documented
- For clients who exited to permanent housing, length of time from outreach enrollment to move-in



# CT Outreach Outcomes (2)

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Clients get supports in **harm reduction** and **tenancy preparation**

- % of clients with increased income from enrollment to exit
- % of contacts for whom documentation demonstrates info provided on resources/services

Outreach projects within the same geography **minimize service gaps and duplication**

- % of unsheltered persons encountered entered into HMIS within 72 hours
- % of enrolled clients with complete HMIS records

Newly housed clients get **support to adjust to new surroundings**

- % of clients with a housing move-in date for whom HMIS record shows continued outreach enrollment and check-ins for 90 days

# Key Responsibilities of Outreach Workers

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- Identify who is living unsheltered in your assigned geographic area
  - Includes: canvassing, maintaining partnerships, responding to referrals, may include in-reach
- Make contact and establish credibility and relationships with people living unsheltered
  - Includes: earning trust, being consistent and reliable, demonstrating kindness and helpfulness
- Collect and enter data
  - Includes: entering prompt, accurate data into HMIS, may also include responsibility for DDAP upload



# Key Responsibilities of Outreach Workers (2)

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- Provide housing-focused case management
  - Includes: Assessing client needs and developing housing/service plans
- Coordinating with partners to move clients into housing
  - Includes: Participating in the CAN, helping clients to understand housing options and access other essential services, providing after-care, and warm-handoffs





## Key Supervisory Responsibilities

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- Facilitate Exits to Permanent Housing
- Promote Client & Staff Safety
- Develop & Implement an Onboarding Plan
- Provide Individual & Group Supervision
- Support Staff Effectiveness & Retention
- Continuously Strengthen Performance



# Partner Announcements

# Other Business?

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# Upcoming Meetings

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## Steering Committee Meeting Schedule

- October 20, 2023; 11-12:30
- **Semi-annual Meeting: November 17, 2023; 11-1:00**
- December 15, 2023; 11-12:30
- January 19, 2023; 11-12:30
- February 16, 2024; 11-12:30
- March 15, 2024; 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

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