



Guidance for New CT Balance of State Continuum of Care Grantees

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Background:

This resource is for new recipients of CoC funding in the Connecticut Balance of State (CT BOS) Continuum of Care (CoC). It highlights steps that organizations that have been awarded a CoC grant by HUD and that have not previously received a CoC grant must take prior to and soon after grant execution. It also summarizes key CoC requirements and provides links to other resources. This document is not intended to provide a comprehensive review of all CoC requirements. Grantees are responsible for reviewing the training materials and policy documents linked below which provide more comprehensive information on all requirements.

CT BOS posts all resources, policies and other information for grantees on the [CT BOS Website](#). Please note that the CT BOS Team regularly updates and posts new materials to the website. If you encounter broken links and are unable to locate the information you need, please contact the CT BOS team at ctboscoc@gmail.com.

Critical Steps for New Grantees

1. Be sure all key leaders on your team have registered to receive CT BOS emails. Grantees are responsible for self-registering on the [CT BOS Website](#) and for keeping their contacts current. CT BOS regularly sends important and time-sensitive information to grantees. Please be sure you have at least two current staff who are registered for emails at all times.
2. Ensure that all key leaders on your team have an active [eSnaps](#) user account and are authorized users on your applicant profile (see [Applicant Profile Navigational Guide](#)). eSnaps is the HUD system you must use to submit:



- a. Your renewal project application, which is necessary to renew your grant each year during the CoC Competition; and
- b. Your technical submission, which is necessary after HUD announces the annual awards and before HUD executes a grant agreement.

Grantees are responsible for maintaining a current eSnaps applicant profile, for making sure that at least two current members of your team have access to eSnaps at all times, and for keeping contact information for your eSnaps users current in Zengine (see #3).

3. Create an account in [Zengine](#), which is the CT BOS Grants Management Database. Grantees are responsible for verifying and updating Zengine contacts at a minimum quarterly. Grantees are required to use Zengine to submit certain documents to CT BOS (e.g., renewal applications, renewal evaluation materials, and monitoring documents). Details, including deadlines for such submissions, are sent by email.
4. Resolve all issues and conditions as directed by HUD. This occurs in eSnaps during the technical submission and will require that, at a minimum, you have:
 - a. Completed an [Environmental Review](#) for your project; and
 - b. Uploaded [match](#) documentation to eSnaps.
5. Execute your grant. Once you have completed your technical submission, HUD will send you a grant agreement, which will include your grant start and end dates. You may not expend CoC funds prior to your grant start date. You may not make significant changes to your project operations without executing a [grant agreement amendment](#) with HUD. CT BOS requires that:
 - a. you obtain approval from your Coordinated Access Network (CAN) prior to seeking a grant amendment;
 - b. that you notify CT BOS (ctboscoc@gmail.com) when you execute a grant amendment; and
 - c. that you submit a copy of that amendment in Zengine.
6. Establish an [e-LOCCS](#) account. This is the HUD system you must use to access CoC funds. There are certain things that only the person you establish as your “Secure Systems Administrator” can do. It is critical that, as you experience staff turnover, you keep your e-LOCCS account current. It is also critical that the person you establish as your “Approving Official” log-in to re-certify e-LOCCS users and that you draw down funds every 90 days. Failure to do so can result in loss of access to e-LOCCS. Re-establishing access is a lengthy process, and you can only draw down funds for a maximum of 90 days following your grant end date. Funds that are not drawn down will be returned to the federal government. Maintaining your e-LOCCS account is essential to ensuring that you do not permanently lose access to your CoC funds.
7. Ensure that all staff who will enter data in [CT HMIS](#) have attended the required [training](#). This must occur before they can establish an HMIS user account. CT HMIS is the web-based database where you are required to enter data for all CoC program participants.



8. Establish access to [SAGE](#) for at least 2 people on your team. SAGE is HUD's web-based reporting repository that you are required to use to submit data to HUD for your [Annual Progress Report \(APR\)](#), which is due within 90 days of your grant end date each year.

Key Requirements

The documents posted on the CT BOS [Policies](#) page provide information related to governance of the CoC, the requirements that pertain to CT BOS Projects, and the policies that all CoC recipient and sub-recipient agencies must adopt. A few key documents are highlighted below:

The documents listed below include the most significant requirements that CoC projects must adhere to:

- [CT Balance of State Policies](#)
- [Coordinated Access Network \(CAN\) Policies & Procedures Manual](#)
- The [CoC Monitoring Tool and Guide](#) details the standards used for monitoring. Both CT BOS and HUD conduct periodic monitoring to ensure that projects are adhering to all requirements. If HUD determines that your project is out of compliance with certain requirements, they can require you to return CoC funds to the federal government. This is known as "recapture."
- [Permanent Supportive Housing Requirements & Operations Guide](#)
 - Forms required for DMHAS CoC Rental Assistance projects and a checklist of the documents you need in each DMHAS CoC Rental Assistance project participant's chart are on the CT BOS [Resources Page](#) (these forms may also be useful for other CoC PSH projects).
- [Rapid Rehousing Requirements & Operations Guide](#)
 - Forms required for RRH projects and a checklist of the documents you need in each RRH participant's chart are on the CT BOS [Resources Page](#).
 - For YHDP Diversion/Rapid Exit projects contact CCEH (afreeman@cceh.org) for required forms.
- Participant Eligibility Documentation – Having the required eligibility documentation in each participant chart is essential. Failure to maintain adequate eligibility documentation can result in HUD recapturing CoC funding. Use of these forms is required:
 - [Homelessness Verification Form](#)
 - [YHDP Homelessness Verification Form](#)
 - [Disabling Condition Verification Form](#)
- CoC projects are required to maintain certain documents in all CoC Participants' charts. When CT BOS and/or HUD monitors your project, they will select a sample of these documents to review. [Participant Chart Requirements](#) highlights which documents should be in CoC program participants' charts for each project type, including: Permanent Supportive Housing, Rapid Rehousing (includes DV Bonus, YHDP RRH and YHDP



Diversion/Rapid Exit), Transitional Housing (includes YHDP Crisis Housing), and YHDP Youth Navigator. DMHAS CoC Rental Assistance projects should use the DMHAS checklist on the CT BOS [Resources Page](#). RRH projects should use the checklist also on that page.

- [Notices – Participant Sign-Off Form](#) - CT BOS funded projects are required to document provision of 3 CT BOS notices to all households seeking or receiving CoC funded assistance. (Please note: all forms under this bullet are also available on the [Resources Page](#) in Spanish.) This form may be used in participant files to document receipt and review of:
 - [Client Bill of Rights](#)
 - [Information for CoC Project Participants About Your Right to File a Complaint](#)
 - [Information for Residents About the CT BOS Emergency Transfer Plan](#)
- [LGBTQIA+ Policy](#) - All CoC projects must adhere to HUD's [Equal Access Rule](#) and the CT BOS Policy on Ensuring a Safe, Healthy, Inclusive, Affirming and Discrimination-free Environment for Persons Identifying as LGBTQIA+. This includes adopting an anti-discrimination policy (see [Sample Anti-discrimination Policy](#)).
- [Sample Project Intake Policy](#) – HUD requires that CoC funded projects maintain and follow intake procedures establishing how the project will determine participant eligibility and establishing the order of priority for obtaining evidence of homelessness in a particular order. This sample policy is intended to help providers comply with HUD and CT BOS requirements.
- [Sample Educational Rights Policy](#) – HUD requires that CoC funded projects comply with federal requirements related to the educational rights of children and young adults 18-24 years of age. All projects are required to adopt a policy that ensures that participants are helped to understand and are afforded their educational rights. This sample policy is intended to help providers comply with HUD and CT BOS requirements.
- **Renewal Evaluation** – CT BOS evaluates all projects annually beginning with the completion of each project's first full federal fiscal year. For example, if your project operating year starts on July 1, 2023 and ends on June 30, 2024, your project will be evaluated for the first time for the period that starts on October 1, 2023 and ends on September 30, 2024. This evaluation can impact continuation of your funding. The criteria used to evaluate all projects is established annually by the CT BOS Steering Committee. CT BOS uses a web-based tool called the Renewal Evaluation Database (RED) to evaluate projects. CT BOS hosts a webinar each year to help provider agencies to learn how to use RED and to understand the Renewal Evaluation criteria and process. All materials, including the evaluation criteria, are posted to the CT BOS Renewal [Eval page](#).

Key Trainings

CT BOS provides trainings on topics related to CoC programs regularly. Training slides and video recordings are posted to the CT BOS [Trainings page](#). The trainings listed below are recommended



for all new CoC Project staff. Please note that trainings are periodically updated, and there may be newer versions of these trainings on the CT BOS website. We strongly recommend that you check the trainings page to ensure that you are watching the most current version.

Steering Committee Members, Agency and Project Leadership, Supervisors:

- Brief Updated Intro to CT BOS CoC 2023: [Slides](#), [Recording](#)
- Full Intro to CT BOS 2022: [Slides](#), [Recording](#)

Agency and Project Leadership:

- Key Policy and Administrative Requirements: [Slides](#), [Recording](#)
- Monitoring:
 - Brief Update on Monitoring (2023): [Slides](#), [Recording](#)
 - Full Monitoring Webinar 2022: [Slides](#), [Recording](#)

Supervisors responsible for eligibility verification review & staff who complete eligibility verifications:

- Participant Eligibility: [Slides](#), [Recording](#)

Supervisors who oversee housing activities & Housing Coordinators:

- Housing Requirements - Session 1: [Slides](#), [Recording](#)
 - Topics: Requirements for – Project Entry, Unit Search & Approval, Leasing, Violence Against Women Act (VAWA)
- Housing Requirements - Session 2: [Slides](#), [Recording](#)
 - Topics: Income Determination & Rent Calculation, Re-determination, Project Exit and DMHAS Specific Requirements

Supervisors who oversee service activities, Service Coordinators/Case Managers:

- [DMHAS Training Catalog](#) – DMHAS offers a series of trainings for supportive housing case management staff; these trainings are targeted primarily for permanent supportive housing teams and may also be useful to staff in other types of projects
- See also the following content areas on the CT BOS [Trainings page](#):
 - RRH Communities of Practice
 - Case Management Resources

Project Leadership, Supervisors who oversee housing and service activities, Housing Coordinators, Service Coordinators:

- Statewide Rapid Rehousing Operations Guide: [Slides](#), [Recording](#)
 - RRH Utility Allowances and Reimbursements: [Slides](#), [Recording](#)
- Permanent Supportive Housing (PSH) Operations Guide: Scheduled for 6/21/23
- CT BOS Grievance Process: [Slides](#), [Recording](#)



- Equal Access: [Slides](#), [Recording](#)

Youth Homelessness Demonstration Project (YHDP) - Project Leadership, Supervisors who oversee housing and service activities, Housing Coordinators, Service Coordinators:

- See trainings on the CT BOS [Youth page](#)

Agency and Program Leadership and Fiscal Staff

- Fiscal Issues - Session 1: Scheduled for 6/6/23
 - Topics: Matching requirements, Program Income, Eligible Costs, Rental Assistance, Leasing, Operating, and Supportive Services Budget Line Items, Federal Cost Principles, Procurement
- Fiscal Issues – Session 2: Scheduled for 6/13/23
 - Topics: Impermissible Fees & Costs, Documenting Staff Time, Project Administration Budget Line Item, Indirect Costs, Single Audits, e-LOCCS drawdowns, Compensation & Gifts, Internal Controls, Sanctions

Other Resources

- CT BOS is supported by Housing Innovations, and the CT BOS team is available to answer your questions. You can contact the CT BOS team at ctboscoc@gmail.com.
- The HUD Hartford Field Office will assign your grant to one of their Community Planning and Development (CPD) Representatives. That person will be your liaison and should be your primary point of contact with the field office. As needed, you can also reach out to the Hartford CPD Director (Phillip McKeough, Phillip.E.McKeough@hud.gov).
- CT BOS is governed by a [Steering Committee](#) that establishes funding priorities and adopts policies that impact CT BOS funded projects. The Steering Committee meets monthly on Zoom. Meetings are open to the public, and regular attendance is a good way to keep current on matters that affect your CoC project(s). The meeting [schedule](#) and [minutes](#) are posted to the website.
- The CT BOS [Governance Charter](#) establishes how the CoC is governed and includes Purpose of CoC and Steering Committee, Responsibilities, Decision Making, CoC Bylaws, and Code of Conduct, in addition to other items.
- [Resources for Provider Questions](#) – This guide indicates what resource to use for different types of CoC project questions.
- [Acronyms Handout](#): This document contains common acronyms used within CT BOS and for CoC grants.