

# Introduction to CT Balance of State (CT BOS) Continuum of Care (CoC) 2/29/24

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# Agenda

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- CT BOS Overview
- Overview of homeless response system
- Key Partners within the CoC
- Governance
- System and Project Performance
- CoC Competition
- Resources

# Introductions – Breakout Rooms

## INTRODUCE YOURSELF & ANSWER:

- WHAT IS YOUR CURRENT ROLE WITHIN THE CONTINUUM OF CARE? FOR EXAMPLE, ARE YOU A STEERING COMMITTEE MEMBER, A CAN REPRESENTATIVE, A CASE MANAGER, A COMMUNITY REP, CLIP CONSULTANT OR A PROVIDER?
- HOW LONG HAVE YOU BEEN IN YOUR CURRENT ROLE?
- WHAT QUESTIONS DO YOU HOPE TO GET ANSWERED TODAY?





# CT BOS Overview

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# What is a Continuum of Care(CoC)?



Group of private/public sector agencies and individuals working together to prevent and end homelessness

- Required to receive U.S. Department of Housing and Urban Development (HUD) CoC funding
- Promotes community-wide planning & best use of resources
- Improves coordination and integration of mainstream resources (i.e., those not designated for homelessness) with designated programs
- CoCs in CT: CTBOS and Opening Doors Fairfield County (ODFC)

# Other Key CoC Responsibilities

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- Identify gaps in the system
- Use information to evaluate and improve project and system performance
- Establish policies for providing assistance to Persons Experiencing Homelessness
- Establish policies governing funded projects and decision-making
- Ensure assistance is fair for everyone





# Other Key CoC Responsibilities (2)

- Help projects to understand and follow federal and local requirements
- Submit application for the Annual CoC Program Competition
- Ensure effective:
  - Coordinated Entry - Coordinated Access Networks (CANs) & 211
  - Homeless Management Information System (HMIS)
  - Point in Time Counts (PIT)
  - Reporting (Systems Performance, Annual Performance Reports, etc.)



# CT BOS CoC Funding

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Total Annual Funding=\$64,866,962

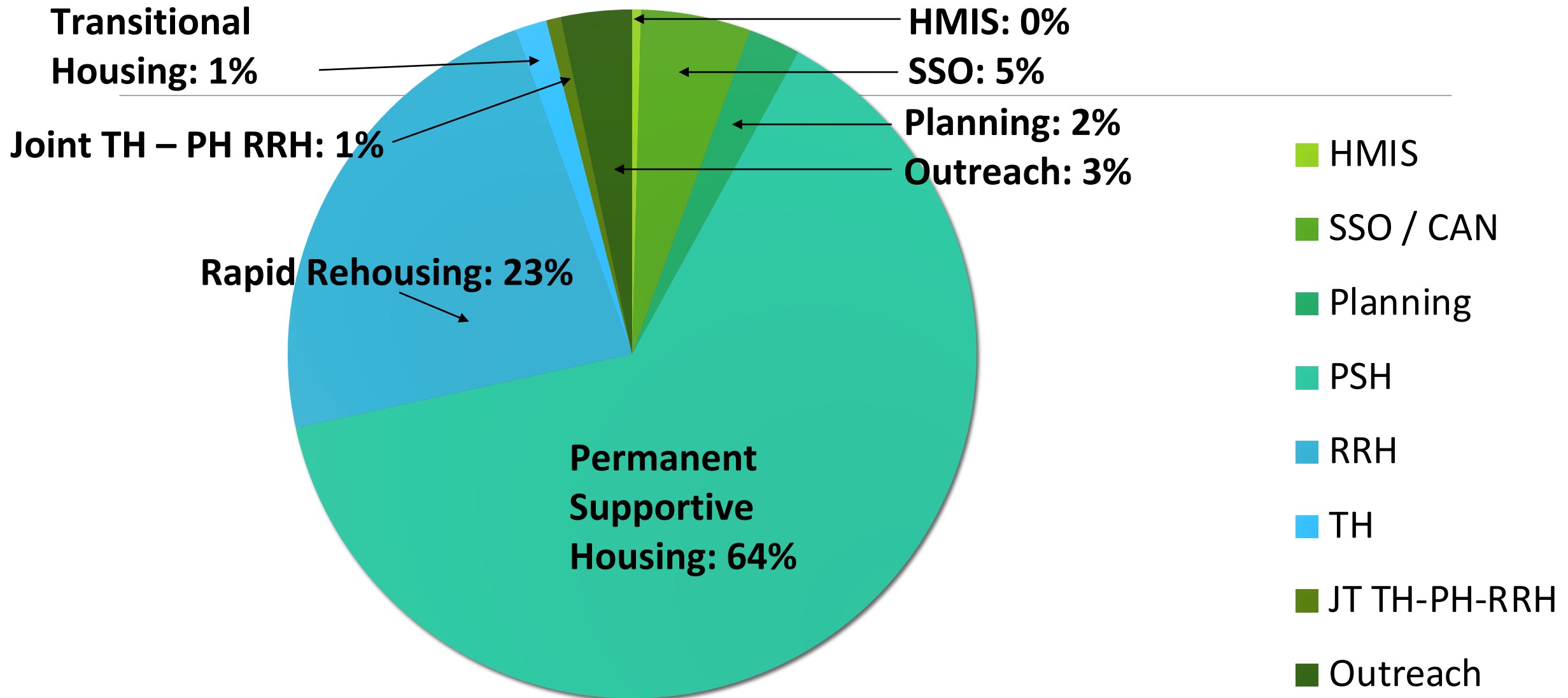
Funded Activities:

- Permanent Supportive Housing (PSH)
- Rapid Rehousing (RRH)
- Unsheltered Outreach
- Transitional Housing (TH) for Youth and Domestic Violence (DV)
- Joint TH & RRH
- Youth Homeless Demonstration Project (YHDP) Diversion/Rapid Exit
- YHDP Youth Navigator
- YHDP Crisis Housing
- Homeless Management Information System (HMIS)
- Coordinated Access Network (CAN)
- Coordinated Entry (CE)
- Planning





# CoC Funding Distribution





## Poll

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Is there anything we've covered so far that you'd like to learn more about?

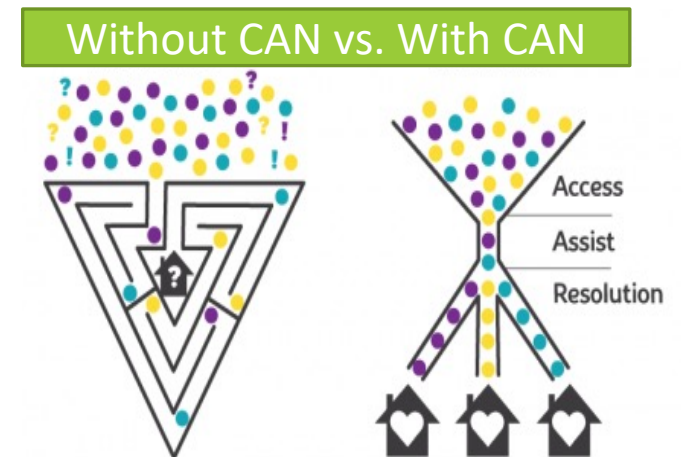


# Overview of the Homeless Response System

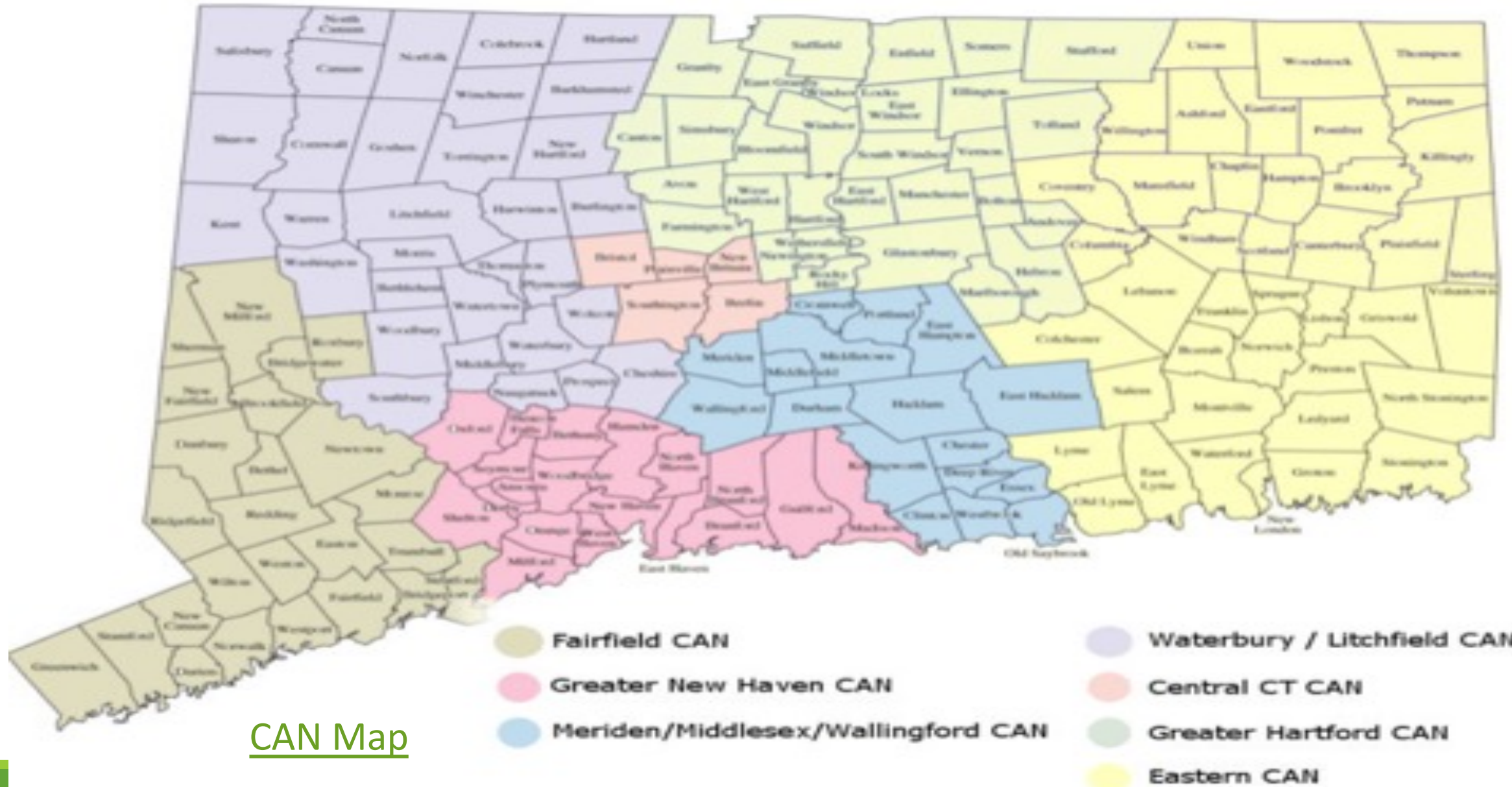
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# Core Components of the System

- 211\* – One-stop connection to local services: utility assistance, food, housing, childcare, after school programs, elder care, crisis intervention and more. For additional information: [211](#)
- Coordinated Access Networks (CANs) – each local region coordinates access to homelessness assistance across the state. More specific information: [CAN Info](#)
- \* Not funded by HUD/CoC



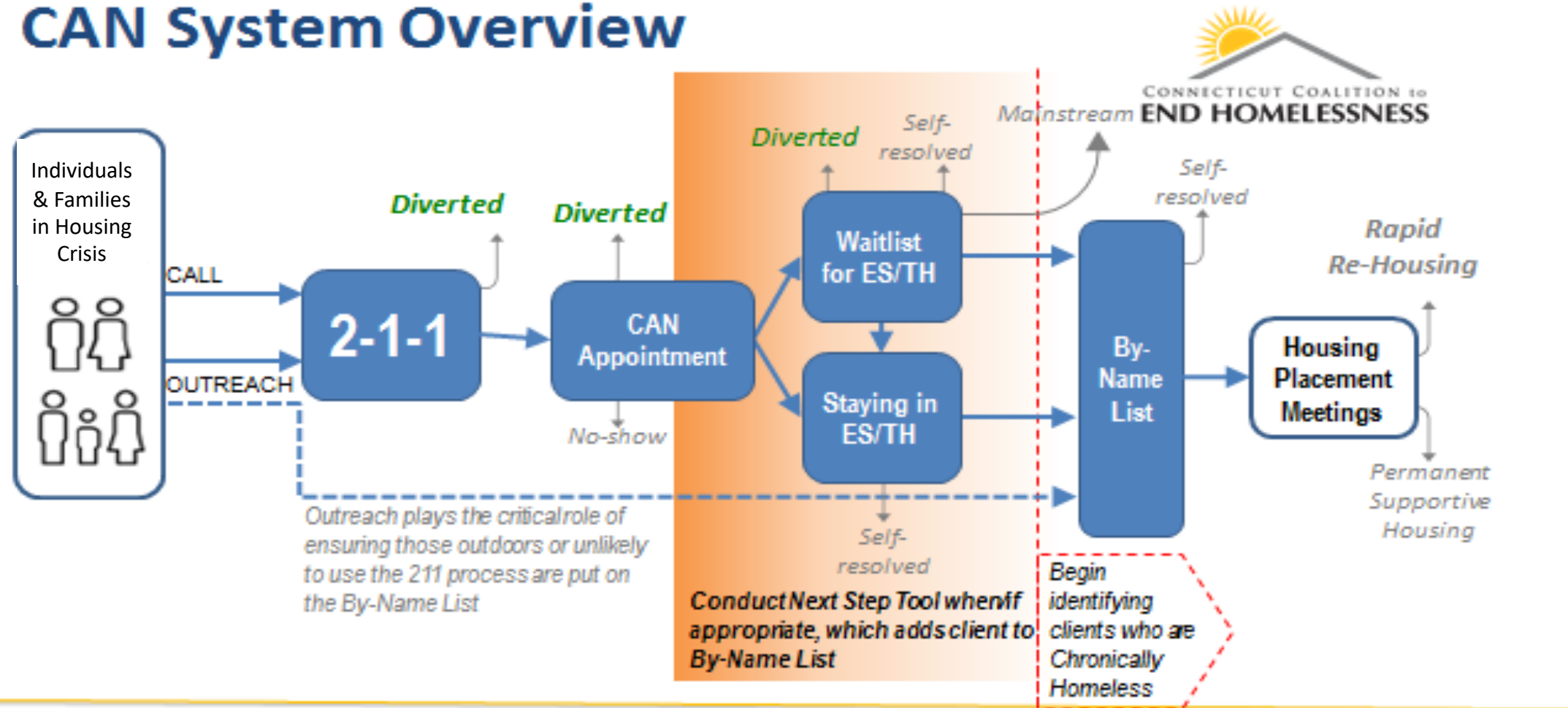
# Map of CANs



CAN Map

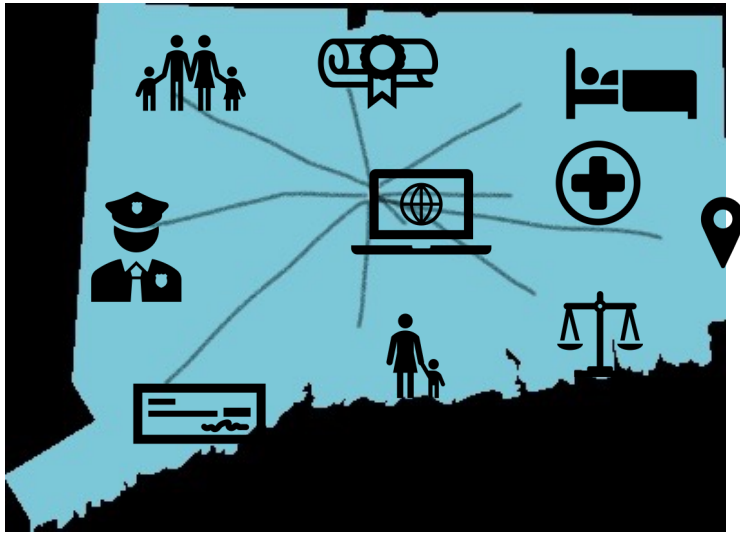
# Housing Crisis Response System

## CAN System Overview





# Core Components -HMIS



- **Homeless Management Information System (HMIS)** - HUD requirement for CoC and Emergency Shelter Grant programs
- Statewide database
  - Providers collect and enter data
  - Data uses, include:
    - CANs/service coordination
    - System Performance Measures
    - Point in Time (PIT) Count/Housing Inventory Chart (HIC)
    - APRs/Renewal Evaluation
  - Connecticut Coalition on Ending Homelessness (CCEH) is the HMIS Lead for CT BOS.

For additional information, including a training schedule: <https://www.cthmis.com/>

# Core Components – Project Types



## Project Types

- **Permanent Supportive Housing (PSH)** - Targeted to those homeless the longest with the most intensive service needs; pairs housing with supportive services; not time limited
- **Rapid ReHousing (RRH)** – Provides quick access to housing through rental assistance and supportive services; Re-evaluated regularly to assess ongoing need and limited to less than 12 months (exceptions possible).
- **Transitional Housing (TH)** – Temporary supportive housing which serves as a bridge between homelessness and permanent housing; goal is less than 12 months.
- **Supportive Services Only/Coordinated Entry (SSO-CE)**, supports CANs
- **Homeless Management Information Systems (HMIS)**
- **CoC Planning** – Supports CoC operations

# Core Components - YHDP

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**Youth Housing Demonstration Projects (YHDP)** - Projects for youth aged 18 to 24

- Crisis Housing – provides immediate access to beds and services for youth who are literally homeless
- Diversion/Rapid Exit – one-time financial assistance to keep young people out of homelessness or help them get housing quickly
- Navigators – assist w/CAN intake, provide light case management, help identify housing opportunities
- RRH for youth
- CT Department of Housing is the YHDP Lead. For more info: [YHDP Info](#)

# Core Components – DV Rapid Rehousing

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## **Domestic Violence (DV) Rapid Rehousing Projects**

- Rental Assistance and Housing Coordination administered through CCADV
- Services provided by 19 DV organizations throughout the state

**Rapid Rehousing and Joint Transitional Housing (TH-RRH)** for survivors of Domestic Violence



# Core Components – Prevention & Diversion

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- Occurs at CAN level and via 211
- Prevents homelessness at the beginning of a housing crisis
- Helps people identify immediate housing arrangements
- Connects people with services & financial assistance to support a return to permanent housing
- [Shelter/Diversion Info](#)



# Core Components - Outreach



- Focuses on people living unsheltered
- Engages into services, provides housing navigation and some case management
  - Projects for Assistance in Transition from Homelessness (PATH) serves client with serious mental illness including those with a co-occurring substance use disorder (1 project per CAN)
    - Funded by SAMSHA and administered by DMHAS
  - Supplemental Notice of Funding Opportunities (SNOFO) provides new outreach funds in all 6 CANs in BOS
  - Some communities have outreach teams in addition to PATH
  - DOH received Coronavirus stimulus funds - distributed additional outreach funding statewide
  - Outreach Trainings





## Core Components - Emergency Shelter

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- Short-term places for individuals and families with nowhere else to stay
- Meet basic needs: shelter, food, safety and hygiene
- Offer support to seek and obtain housing (level of case management varies)
- Funded primarily by HUD ESG, CT Department of Housing (DOH), and private sources



# Key Partners

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# Key Partner:

## Housing and Urban Development (HUD)

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### **HUD Office of Special Needs Assistance Programs (SNAPS)**

- Create rules and scoring criteria for annual CoC Competition - Notice of Funding Opportunity (NOFO) and scores applications
- Develops Regulations, Notices and other federal policies governing CoC projects
- Provides guidance to Field Offices and grantees

### **HUD Hartford Field Office - Phone: (860) 240-4800**

- Issues contracts
- Processes grant amendments
- Monitors grants
- Provides guidance to grantees



# Key Partners – State of CT

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## Department of Mental Health and Addiction Services (DMHAS)

- Collaborative Applicant
- Contracts with and oversees Housing Innovations and CCEH
- PSH grantee
- Provides services funding for PSH
- Provides behavioral health services
- Administers PATH & CoC funded outreach
- Alice Minervino, CoC Steering Committee Chair



# Key Partners – State of CT (2)

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## Department of Housing (DOH)

- RRH grantee
- YHDP Lead
- Oversees CANs
- Funds 211
- Administers Emergency Shelter Grant (ESG)
  - Provides Shelter Funding
- Provides Moving-On Vouchers & Other Affordable Housing
- Administers UniteCT, Rental Assistance Programs, and additional outreach funding
- Steve DiLella, CoC Steering Committee Chair





# Key Partners - CCEH

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## CT Coalition to End Homelessness (CCEH)

- HMIS Lead Agency for CT
- Leads CT CAN End Homelessness Campaign
- Contracts with and oversees Nutmeg ([HMIS Helpdesk](#))
- Leads Longitudinal System Analysis (LSA) and System Performance Measures (SPM) submissions to HUD
- Staffs [HMIS Steering Committee](#)
- Holds [trainings](#)
- Conducts research, analysis and advocates on a range of issues
- Runs shelter diversion programs



## Key Partners – HMIS Steering Committee



- Determines guiding principles for HMIS implementation
- Approves HMIS policies and user agreements
- Establishes the minimal data elements to be collected by all HMIS participating programs
- Advises CCEH and the CT BOS Steering Committee on a range of issues, including selection of the HMIS software and other vendors
- Establishes data quality benchmarks
- Provides regular opportunities for feedback related to HMIS from users and other stakeholders
- Reviews and prioritizes requests for system improvements

# Key Partners – ACT CT

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## **Advancing CT Together (ACT)**

- Umbrella agency that encompasses three programmatic divisions: AIDS CT; CT Association for Human Services and CT Center for Harm Reduction
- Provides broad range of services and ensures all people impacted by HIV/AIDS and related health issues have access to health, housing and support services.
- RRH Rent Administrator
- John Merz, CT BOS Steering Committee Chair



# CT Coalition Against Domestic Violence (CCADV)

- Advocates to strengthen state and federal laws & provides training about help available for survivors
- Coordinates 18 member organizations providing services and housing to survivors
- DV RRH Rent Administrator



# Key Partners –CSH

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## Corporation for Supportive Housing (CSH)

- National not-for profit with CT office
- Promotes supportive housing through training, lending, consulting, and policy reform
- Coordinates CT BOS CT Leadership Project CLIP)



# Key Partners – CLIP

- Goal of CLIP is to add more voices of people with lived experience in the decision-making process of the CoC
- CSH trains and supports people with lived experience to become consultants who can co-lead project work and discussions and provide feedback to the CoC





# Partnership for Strong Communities

- Not-for-profit that promotes equitable change in housing policy by coordinating advocacy, advancing research, and uniting diverse partners.
- Their vision is for everyone to have a safe, stable home, that is affordable to them in community of their choice.





# Key Partners – Housing Innovations

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## Housing Innovations (HI)

- Staffs CT BOS CoC
- Provides CoC trainings and technical assistance
- Coordinates HUD CoC Application
- Monitors CoC Projects
- Evaluates Renewals
- Maintains CT BOS website
- Partners with CCEH on SPM & Nutmeg on HIC/PIT projects





CT BOS Governance



# CT BOS Governance Charter & Bylaws

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The Governance Charter and Bylaws outline:

- The core governance structure
- Roles and responsibilities of committees & members
- Mission, vision, and purpose of the CoC
- Operations of the CoC

Governance Charter



# CT BOS Steering Committee Members

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## **Community Representatives**

Tania Banks

Aleena Durant

Sonia Soto

Melissa Dzierlatka

Heather Craven

Theresa Miles

Tayna Castillo – Youth Rep

Jane Ryan – Youth Rep





# CT BOS Steering Committee Members (2)

## Government & Not-for-profit Agencies

CT Department of Mental Health and Addiction Services	The Corporation for Supportive Housing
CT Department of Housing	CT Coalition to End Homelessness
CT Department of Children and Families	Partnership for Strong Communities
CT Department of Education	Advancing CT Together
CT Department of Social Services	CT Housing Finance Agency
CT Department of Correction	CT Coalition Against Domestic Violence
CT Department of Labor	
U.S. Department of Veterans Affairs	



# CT BOS Steering Committee Members (3)

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## CAN Rep Contact Info

### **Coordinated Access Network (CAN) Representatives**

Fenty Lee	Eastern CAN
Kim Jakowski	Eastern CAN
Manssour Hahn	MMW CAN
Deanna Bencivengo	MMW CAN
Samantha Arruda	Western CAN
Nancy Cannavo	Western CAN
Caitlin Rose	Central CAN
Christine Thebarger	Central CAN
Nikki Barnofski	New Haven CAN
Cathleen Meaden	New Haven CAN
Rebekah Lyas	Greater Hartford CAN
Amanda Gordon	Greater Hartford CAN



# Steering Committee Members Responsibilities

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- Attend meetings and contribute to informed decision-making
- Participate in the activities of the CT BOS CoC Steering Committee:
  - Point-in-Time count
  - HMIS oversight
  - Strategic planning, advocacy and public education efforts to end homelessness
  - Project and system performance reviews
  - Application processes for CoC Homeless Assistance Grants and other funding proposals
- Establish CT BOS policies
- Gather and analyze information to determine system gaps
- Provide direction to CT BOS team (Housing Innovations)
- Follow the By-Laws and CT BOS CoC Code of Conduct

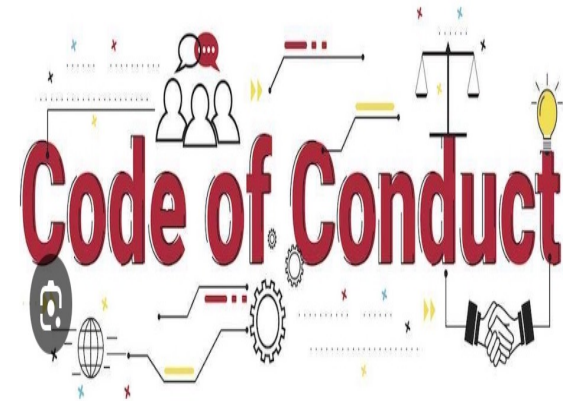


# CT BOS Code of Conduct

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Code of Conduct helps to ensure high standards for:

- Service/housing quality
- Ethical decision-making
- Professional behavior
- Equity, inclusion & belonging for diverse stakeholders



## Conflict of Interest/Code of Conduct

# Code of Conduct Core Principles and Goals

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- Foster trust in each other, with the people we serve, and with our community partners.
- Foster diversity, equity, inclusion and belonging
- Make decisions with integrity
- Be accountable to delivering high quality housing and services
- Address conflicts of interest with transparency
- Ask questions and raise concerns when something doesn't seem right

# CoC Conflict of Interest (COI) Policies

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## **Financial**

Putting personal financial interests over the interests of the organization



## **Professional**

Awarding jobs or promotions based on preference rather than qualifications



## **Personal**

Prioritizing loyalty to friends and family when making professional decisions



## **Contractual**

Partaking in contractual work on behalf of a direct competitor

- COI are required by HUD. Highlights from CT BOS:
  - Conflicts of interest, and even the appearance of a conflict of interest, should be avoided, but are inevitable.
  - Disclose any conflict or appearance of conflict.
  - Don't vote or make motions on any item that would create a conflict or appearance of conflict. Don't participate in or influence discussions or decisions concerning the award of a grant or other financial benefits to an organization that you represent.
  - Don't lobby or seek info from any other member if it would create a conflict or the appearance of a conflict.
  - Steering Committee members are required to submit a COI disclosure form annually



## CT BOS Steering Committee Member Selection

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- Elections for Community Reps are held every January and to fill vacancies
- CANs select and a representative and an alternate
- Agencies appoint their Steering Committee Rep





## CT BOS Steering Committee Co-Chairs

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- There are 4 Co-Chairs serving two-year terms. Each year two are up for election
- Currently the BOS Chairs are:
  - Alice Minervino, DMHAS
  - Steve DiLella, DOH
  - John Merz, Advancing CT Together
  - Vacant position



# How to Join CT BOS Steering Committee Meetings!

- Register to receive e-mails on [CT BOS website homepage](#)
- Steering Committee meetings open to public.
  - Held monthly (generally on 3<sup>rd</sup> Friday from 11:00 am – 12:30 pm)  
Materials, minutes, and meeting information available on CT BOS website: [www.ctbos.org/meetings-trainings/](http://www.ctbos.org/meetings-trainings/)





# Systems and Project Performance

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# CT BOS Renewal Evaluation

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- Each year the CoC is required to evaluate CoC funded projects
- CTBOS evaluates:
  - ❖ consumer surveys
  - ❖ spending
  - ❖ performance (e.g. positive exits, increase in income)
- Poor scores result in corrective action:
  - ❖ Must submit a corrective action plan
  - ❖ Risk losing CoC funding if not corrected

[Renewal Evaluation 2024 Webinar](#)





## CT BOS Renewal Evaluation (2)

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- Renewal Evaluation scores help determine the project ranking order that is submitted to HUD for the CoC competition
- Higher ranked projects in “Tier 1” – get funded unless there is a significant error in the applications
- Lower ranked projects in “Tier 2” – likelihood of funding depends on CoC Application score
- Competition gets tougher each year

# Housing Inventory Count (HIC) & Point in Time Count (PIT)

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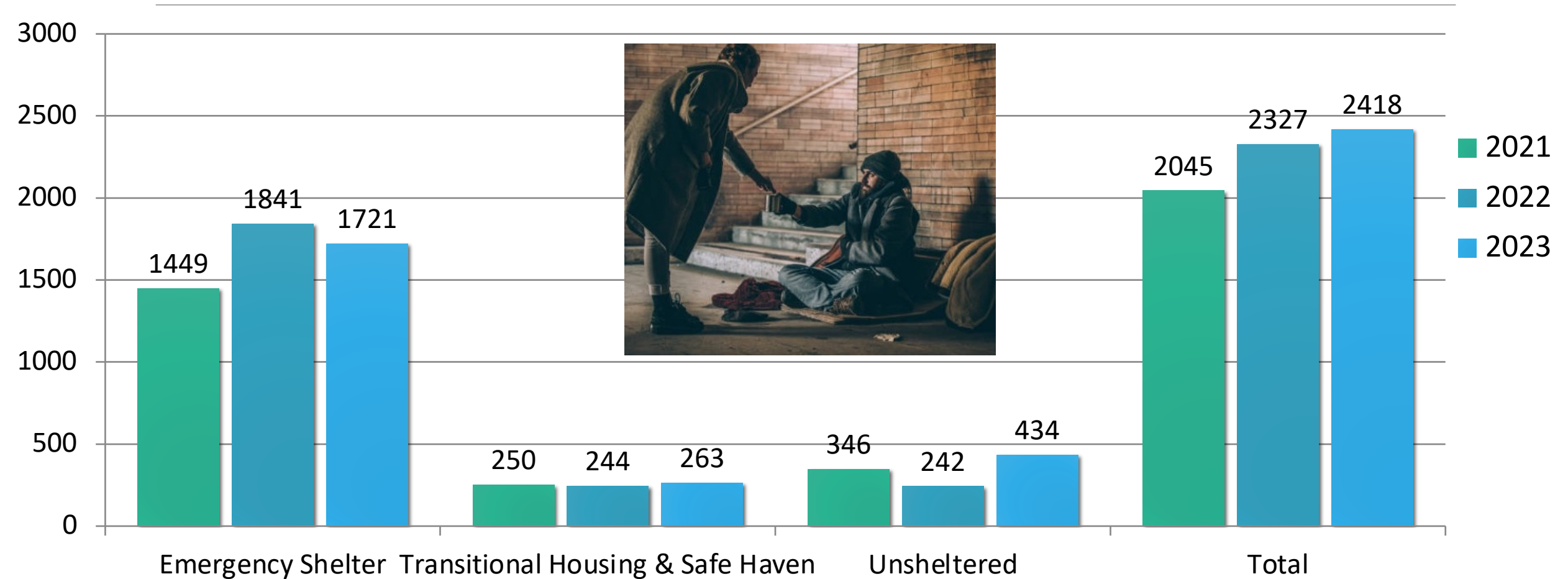
## **Required annually for all CoCs nationally:**

- PIT: count of all persons experiencing homelessness on a single day at the end of January
- HIC: inventory all shelter, transitional housing, rapid rehousing, permanent supportive housing and other permanent housing for people experiencing homelessness





# CT BOS Point-in Time Count of Homeless Persons 2021-2023





# System Performance Measures (SPM)



Data from all programs in our system (Street Outreach, ES, TH, RRH & PSH) feed the SPMs.

These measures include:

1. Length of time homeless – Help people move to permanent housing as quickly as possible.
2. Returns to homelessness – Help people stabilize in housing and avoid returns.
3. # of people experiencing homelessness – Reduce number of people experiencing homelessness
4. Employment and Income growth – Help people connect to jobs and benefits.
5. New to the homeless system – Prevent people from becoming homeless in the first place.
6. Exits to permanent housing destinations – Help people who are leaving your project to access permanent housing.

# How SPM and HIC/PIT Data are Used

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## Evaluate performance

- System Performance impacts the CoC's funding (about 1/3 of score).
- Project performance impacts continuation of renewal funding
- Both are used to continuously make the system more effective.

## Assess System Gaps

- What interventions are needed, where, and who needs them?

## Strategic Planning

- Determine funding priorities
- Improve coordination among projects and sectors



# Annual CoC Competition

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- HUD awards approximately \$2.6B each year nationally on the HUD CoC NOFO
- CoCs across the country compete with one another.
- 3 Parts of the Consolidated Application
  - **CoC Application:** Homeless count and other performance metrics, Engagement, Strategic Planning, Mainstream Benefits and Additional Policies.
  - **Project Applications:** Renewals and New Projects
    - All projects must submit an application annually
    - New Projects selected through an RFP process
  - **Priority Listing:** Ranked list of all projects



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OPPORTUNITIES TO LEARN MORE



- CT BOS Trainings: <http://www.ctbos.org/trainings/>
- CCEH Trainings: <https://cceh.org/events/>
- HMIS Trainings: <https://www.cthmis.com/events>
- DMHAS Trainings: <https://portal.ct.gov/-/media/DMHAS/Publications/SH-Training-Catalog.pdf?la=en>
- CT Supportive Housing Quality Initiative  
<https://www.csh.org/about-csh/in-the-field/ct/ctquality/>
- CT Fair Housing Center:  
<https://www.ctfairhousing.org/trainings/>

# CT BOS Team (Housing Innovations)

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