

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

August 11, 2023



# Agenda

- Welcome and Chairs Introductions
- Group Agreements for BOS Meetings
- Adopt July Steering Committee Meeting Minutes
- Announcements
- HUD CoC Competition
- Vote - CT BOS Code of Conduct Proposed Updates
- Break Out Discussion on CaseWorthy Client Portal
- Conflicts of Interest Follow Up
- Change to Category 4 HUD Homeless Definition
- CCEH Updates
- 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

---

- 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 July 2023 Steering Committee Meeting Minutes

---



July Steering Committee Meeting Minutes

# Announcements



# New: Post Steering Committee Debrief

---

- Starting today, 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 be sent [CTBOSCoC@gmail.com](mailto:CTBOSCoC@gmail.com) or call a team member any time!





# Statewide Outreach Guidelines

- Adoption of the Guidelines as requirements for CT BOS funded Street Outreach projects will be discussed at the September Steering Committee Meeting.







## National Standards for the Physical Inspection of Real Estate (NSPIRE)

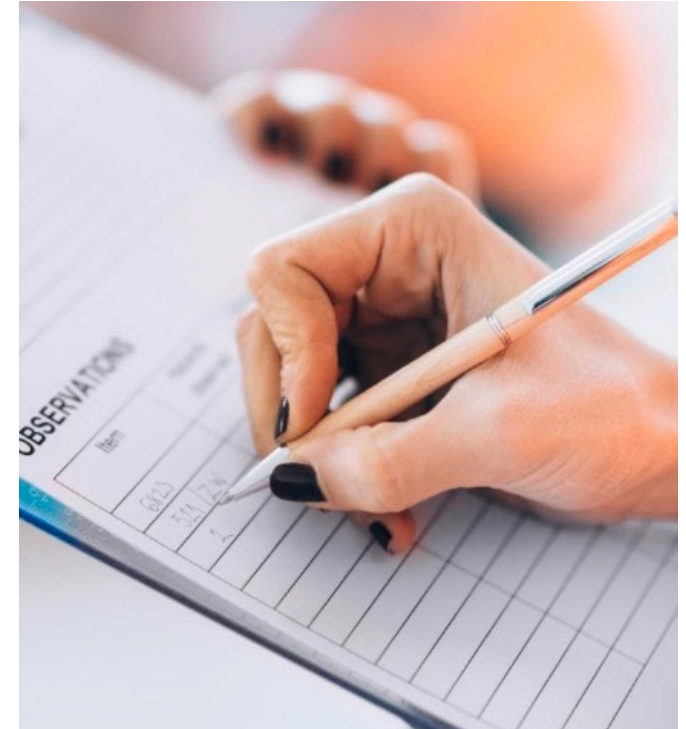
---

- For currently occupied units that meet HQS, grantee can choose:
  - ✓ Continue using HQS while the unit remains occupied by that same tenant
  - ✓ Or can switch to NSPIRE
- Once a unit is inspected using NSPIRE, the NSPIRE method must be used moving forward.

# NSPIRE (2)

---

- After 10/1/23 all new occupancies must use NSPIRE. Applies to:
  - ✓ Existing tenants who want to move to a different unit; and
  - ✓ New tenants entering a project, even if they move into a unit that was inspected using HQS in the past.
- Lead-based paint regulations are not affected by NSPIRE. Projects must continue to follow all lead-based paint requirements, including completing the visual assessment.
- HUD will put out a Notice detailing NSPIRE inspection standards and will provide webinars/Office Hours.



# HUD 2023 Continuum of Care (CoC) Competition



# Renewal & New Project Application Deadlines

---

## Project applications due in Zengine:

- **Renewals: 8/4/23**
- **New Projects: 8/14/23**
- Export the eSNAPS application, including attachments to PDF and submit in Zengine (CT BOS grant management database): [Zengine Document Submission Instructions](#). Do not submit the application in [eSNAPS](#).
- Housing Innovations will provide feedback and instruct on when to submit.

**Final applications due in Esnaps: 2 days from receipt of feedback**





# Indirect Costs: Updated HUD Guidance

---

- ***HUD FAQ: Can I enter multiple indirect cost rates in a project application if we have multiple subrecipients?***
  - No. Indirect cost rates from subrecipients cannot be used for CoC funds.
  - A project applicant can only have one indirect cost rate, which must be the approved rate from the recipient organization.
  - Indirect cost rates of subrecipients are not to be used with a CoC grant.
  - All subrecipient organizations expending CoC funds must use the recipient organization's indirect cost rate, or de minimis 10 percent rate, even if the subrecipient organization has a different rate.



# Indirect Costs: Updated Guidance - 2

---

- ***HUD FAQ (cont.): Can I enter multiple indirect cost rates in a project application if we have multiple subrecipients?***
  - If subrecipients want to use their individual rate, they must become a direct CoC grant recipient.
  - DMHAS and DOH do not use a negotiated rate.
  - **As such DMHAS and DOH subrecipients cannot claim a negotiated rate and may only claim the de minimis 10% rate.**





## Updates to Code of Conduct - Vote

# CT BOS Proposed Code of Conduct – Vote on Updates

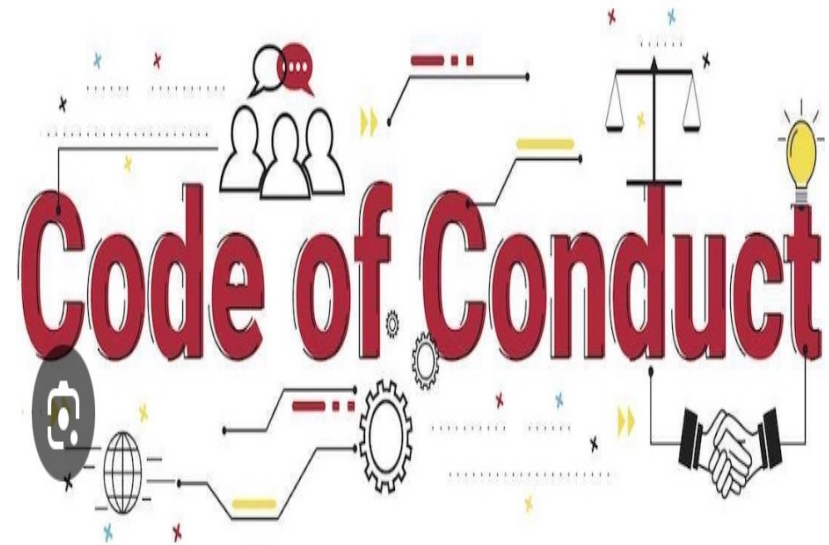
---

Code of Conduct helps to ensure high standards for:

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

Process:

- Discussed at June 16<sup>th</sup> SC mtg meeting
- 6/30/23 – deadline for edits
- Vote today – all Steering Committee members can vote





# Code of Conduct Core Principles and Goals

---



- 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
- Request a motion and Vote today



# Client Portal for HMIS

- Some features include:
  - Clients can:
    - upload documents from a phone
    - correct certain information
    - view referral status
    - sign forms
    - access their data
  - Automated text/email reminders for appointments.
- Integrated into HMIS
- CaseWorthy provided a demo to 60 people on 7/28
- Today goal is to continue the discussion

# Break-Out Discussion on CaseWorthy Client Portal

---

- Introduce yourself, your role, and say how long you have been attending CT BOS Steering Committee meetings
- Discussion Q's for today:
  - *How likely do you think it is that a lot of people would use the client portal? How can you see them using it?*
- Submit comments from your break-out group, yourself, or your agency in the chat now or to [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) by 8/25/23

*Reminders: To join a group, accept the invitation. If you are in a breakout room alone, leave the room to get reassigned.*





## Poll – Client Portal

---

- Should the Client Portal be added to the CT HMIS?
- Please put any additional details in chat



# Conflicts of Interest (COI) Questions from July Break Out

---

**Does a Community Representative who gets housing/services from or is employed by a CT BOS funded agency have a conflict of interest on decisions related to funding?**

- Yes.
- No person who “is in a position to participate in a decision-making process...may obtain a financial interest or benefit from an assisted activity...either for him or herself or for those with whom he or she has immediate family or business ties” ([578.95](#))



# COI Questions (2)

---

**Why can "conflicted" persons/organizations not be part of discussions related to funding allocations as long as they disclose their conflict?**

This is prohibited by HUD:

- “Members and officers of the CoC Board of Directors may not participate in or influence discussions or decisions concerning the award of a grant or other financial benefits to organizations that the member or officer represents.” (see also previous slide)

Some CoC’s require people with conflicts to leave the room during discussions related to funding.

Others have committees that don’t include providers make all decisions related to funding.

[HUD Conflict of Interest Requirements](#)



# COI Questions (3)

---

**Is there a process for discussing a potential conflict of interest if you believe someone is voting despite a conflict?**

- Steering Committee members are encouraged to discuss concerns directly with each other.
- Concerns can also be raised confidentially to the CT BOS Team ([www.ctboscoc@gmail.com](mailto:www.ctboscoc@gmail.com))
- What constitutes a Conflict of Interest can be confusing, and we always want to assume no ill intent.





## COI Questions (4)

---

**What happens if someone violates the CT BOS Code of Conduct or the Conflicts of Interest Policy?**

Per CT BOS Policies:

- Members may be dismissed from CT BOS CoC Committees for violating the CT BOS CoC Code of Conduct or Conflicts of Interest Policy via a majority vote by the Steering Committee. Co-Chairs may remove individuals from CoC meetings for violating the Code of Conduct or Conflicts of Interest Policy.





# COI Questions (5)

---

## **Are conflicts of interest among Co-chairs identified and monitored by anyone?**

- As Steering Committee members, co-chairs are subject to the same requirements as other members (i.e., to disclose conflicts and recuse themselves from discussions and decisions on matters in which they are conflicted).
- All COI disclosures are submitted to Housing Innovations (HI), & HI advises both the chairs group and the Steering Committee regarding conflicts.
- The Steering Committee may, by majority vote, remove anyone who is violating the Code of Conduct or Conflicts of Interest Policy from any committee – this includes removing a co-chair from the Executive Committee.

# 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

---

- Survivors can qualify when they are experiencing **trauma** or lack of safety 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**.



# EXAMPLE: Teo

---

- Teo is a survivor of sex trafficking.
- His neighbor is harassing him by repeatedly knocking on his door late at night, monitoring the comings-and-goings of his guests, and making invasive comments.
- This surveillance is similar to how his trafficker behaved and Teo can't sleep, is missing work, and has started to drink heavily to feel better.
- Teo needs to find another place to live so he can feel safe.
- He has no place to go and no resources.



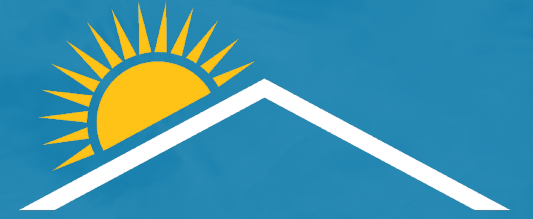
**Teo could be served under the new Category 4 definition**



# Vote today or in September?

---

- HUD will not require CoCs to adopt the new definition until they issue a formal rule (in about a year).
- CoCs have the option of updating their policies to adopt the new definition sooner.
- Should CT BOS adopt the new definition now?
- It's likely that most Steering Committee members can vote on this matter.
  - *Some circumstances could create a conflict of interest*
  - *EXAMPLE: If you or an immediate family member would qualify under and financially benefit from adoption of the new definition, please recuse yourself.*



**SYSTEM PERFORMANCE MEASURES (SPM)  
FFY 2021-2022 AND CURRENT 2023 COMPARISON**

**AUGUST 11, 2023**

# **PRESENTER**

ROSE KELLY

INTERIM DIRECTOR HMIS AND  
STRATEGIC ANALYSIS

CCEH

RKELLY@CCEH.ORG

# AGENDA

- REVIEW SPM METRICS FFY 2021, 2022, AND CURRENT 2023
- IMPORTANCE OF DATA QUALITY FOR SPM METRICS
- RESOURCES AND INFORMATION



# PURPOSE OF SPM METRICS



HUD assesses the efficacy of the statewide homelessness service system



Directly related to funding



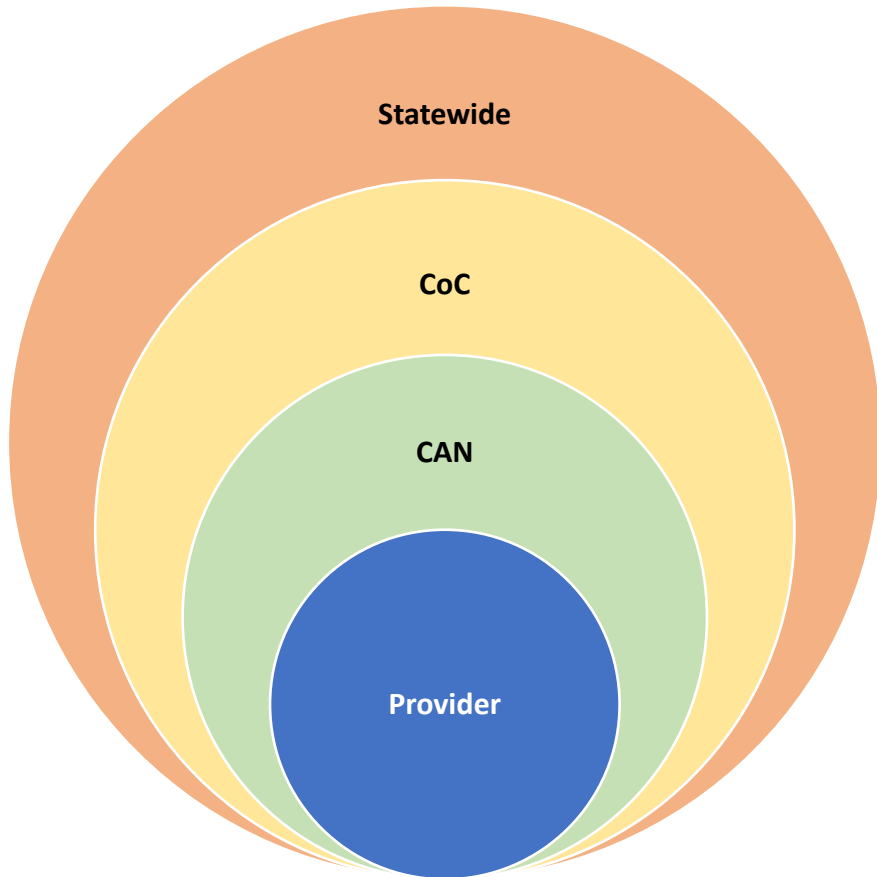
Inaccurate data can misrepresent the effectiveness of our system and reduce funding opportunities

- 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

# 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

# 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



## Homeless Management Information System (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 – EMERGENCY SHELTER (ES) AND SAFE HAVEN (SH) LENGTH OF STAY (LOS)



- Reduce the average and median LOS in days



## Actions:

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

1a ES, SH	Total Clients	Average	Median
FFY2021	3918	83	56
FFY2022	4451	83	57
FFY 2023 to date	4252	80	59

## Summary: On track for counts comparable to FY 2022

- Enrollments counts have gone down for FFY2023 but we do have 2 more months until the FFY end.
- Average Length of Stay has decreased, and Median Length of Stay has shown a slight increase.

FFY=Federal Fiscal Year

# METRIC 1A – ES, SH AND TRANSITIONAL HOUSING (TH) LENGTH OF STAY (LOS)



- Reduce the average and median LOS in days



**Actions:**

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

1a ES, SH, TH	Total Clients	Average	Median
FFY2021	4306	90	59
FFY2022	4822	89	59
FFY 2023 to date	4622	85	61

**Summary: On track for counts comparable to FY 2022**

- Enrollments counts have gone down for FFY2023 but we do have 2 more months until the FFY end.
- There is a slight reduction in Average LOS and slight increase in Median LOS for FY2023.

# METRIC 1B – ES, SH AND PH

## LENGTH OF STAY (LOS)



- Reduce the average and median LOS in days



**Actions:**

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

1b ES, SH, PH	Total Clients	Average	Median
FFY2021	4987	431	192
FFY2022	5613	426	200
FFY 2023 to date	5166	436	204

**Summary: On track for counts comparable to FY 2022**

- Enrollments have shown an increase from FY2021 to FY2022 and a slight reduction so far for FY2023.
- The Average and Median LOS have seen an increase.

# METRIC 1B – ES, SH, PERMANENT HOUSING (PH) AND TH LENGTH OF STAY (LOS)



- Reduce the average and median LOS in days



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

1b ES, SH, PH, TH	Total Clients	Average	Median
FFY2021	5287	426	192
FFY2022	5913	420	200
FFY 2023 to date	5472	425	203

- Summary: On track for counts comparable to FY 2022**
- There is a currently a decrease in total clients for FY2023.
  - There is increase in the Average and Median LOS.

# 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

2a Returns to Homelessness	SO	ES	TH	SH	PH
FFY2021	13%	22%	17%	67%	13%
FFY2022	26%	24%	14%	25%	14%
FFY 2023 to date	26%	34%	22%	40%	17%

**Summary: Currently percentages for returns are higher for FFY2023**

- The Services Only (SO) program returns remains stable while all other program types have increases in the percentage of clients returning to the system.
- The largest increases are in SH (15%), ES (10%), TH (8%) with a slight increase for PH (3%).



# MEASURE 3 – NUMBER OF HOMELESS PERSONS



- Decrease the number of people entering homelessness



**Actions:**

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

Total Homeless Persons	ES	SH	TH	Total
FFY2021	3887	53	470	4410
FFY2022	4577	50	455	5082
FFY 2023 to date	4456	50	437	4943

**Summary: On track for counts comparable to FY 2022**

- Total enrollments for ES and TH have decreased slightly while SH has remained stable.

# MEASURE 4.1-4.6 – % INCREASED TOTAL INCOME



- Increase the percentage of clients with increased income for Stayers and Leavers



**Actions:**

- 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

Year	% Increased Income Stayers	% Increased Income Leavers
FFY2021	43%	34%
FFY2022	47%	34%
FFY2023 to date	47%	37%

**Summary: On track for counts comparable to FY 2022**

- Stayers with increased total income remains stable with a slight increase in the percentage of Leavers with increased total income.

# MEASURE 5.1 & 5.2 – NUMBER OF PERSONS HOMELESS FOR THE FIRST TIME



- Try to reduce the total clients entering our system for the first time
- **On track for counts comparable to FY 2022**



**Actions:**

- 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

Year	5.1 ES, SH, TH	5.2 ES, SH, TH, PH
FFY 2021	2356	2970
FFY 2022	2610	3204
FFY 2023 to date	2457	2933

**Summary: On track for counts comparable to FY 2022**

- There is a reduction in total newly homeless for metric 5.1 and a slight decrease for metric 5.2.

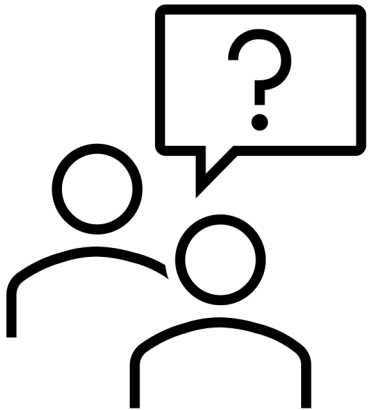
# HMIS STANDARDS CHANGES 10/01/2023

Existing Standard	New Standard
Domestic Violence Victim	Domestic Violence Survivor
Funding Sources added	Unsheltered Special NOFO and Rural Special NOFO
Adding Comparable Database as a participatory status	"HMIS Participating" and "Comparable Database Participating" both mean that a project collects all required data elements according to funder requirements and local CoC Policies and
Client may provide preferred name. "Legal name" not required unless required by the	The name entered into HMIS should reflect the name the client identifies with, unless legal name is required by the funder (e.g., VA).
Race and Ethnicity will be merged to a single variable	Hispanic/Latino will no longer be the ethnicity identifier, it will be a race/ethnicity along with all prior races with the inclusion of a new race/ethnicity category of Middle Eastern
Gender - what is unknown is how clients with no DOB will be categorized since we won't know whether to use Girl/Woman or Boy/Man	Change Female to "Woman (Girl if child)" Change Male to "Man (Boy if child)" Change "Gender other than..." to "Non-Binary" Add "Culturally Specific Identity (e.g., Two-Spirit)" Add "Different Identity" and text box to add detail
Prior Living Situation, Current Living Situation, Exit Destination categories are defined	HUD has specified which are permanent and which are temporary with the subsidy types removed as a destination. The subsidy relies on the Living Situation (public housing, ES voucher, PSH...etc.)
Approximate date this homeless episode started	This will avoid errors in data that have resulted in extensive length of time homeless calculations in the system

# HMIS NUTMEG UPDATES

Item	Update
Learning Management System (LMS)	Launched platform to provide 'on demand' training for users. The trainings include general overview instruction as well as detailed program or funder-specific trainings. They provided 80 HMIS training events, as compared to 38 last year during this same time frame.
HMIS Data Retention	Continually adding data and enhancements to the system reduces performance. Nutmeg discussed with the HMIS Steering Committee and will put together information for stakeholders to get input on potential changes
Street Outreach App	Nutmeg has developed an Alpha version and testers are providing positive feedback on data collection and uploading encrypted data to HMIS. The app is still under development and current focal points include automated data transfer and security measures to protect all data.
Security Measure	A security measure will be implemented by September to identify and suspend access for end users who have not logged into the CTHMIS system for more than 6 months. As per the MOU agreement, all users must log into the system at least once during any 6 month period to assure they are up to date on training

# RESOURCES AND SUPPORT



## Nutmeg Technical Support

[help@nutmegit.com](mailto:help@nutmegit.com)

- Accessing HMIS
- Running/Submitting reports
- Edit client records
- Training

[CT HMIS - End User - HMIS Training  
Registration Instructions](#)

## CCEH

[data@cceh.org](mailto:data@cceh.org)

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

[data@cceh.org/data-quality/](mailto:data@cceh.org/data-quality/)

A graphic featuring three light blue squares with blue borders. The first square contains a large black letter 'Q', the second square contains a black ampersand '&', and the third square contains a large black letter 'A'.

# Q & A

## QUESTIONS AND ANSWERS





# Partner Announcements

# Other Business?

---



# Upcoming Meetings

---

## SC Meeting Schedule

- September 22, 2023; 11-12:30
- October 20, 2023; 11-12:30
- November 17, 2023; 11-12:30
- 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)

---



CT BOS CoC

[ctboscoc@gmail.com](mailto:ctboscoc@gmail.com)

Shannon Quinn-Sheeran

[shannon@housinginnovations.us](mailto:shannon@housinginnovations.us)

Suzanne Wagner

[swagner@housinginnovations.us](mailto:swagner@housinginnovations.us)

Myles Wensek

[mylesw@housinginnovations.us](mailto:mylesw@housinginnovations.us)

Lauren Pareti

[lpareti@housinginnovations.us](mailto:lpareti@housinginnovations.us)

Liz Isaacs

[lisaacs@housinginnovations.us](mailto:lisaacs@housinginnovations.us)