

# Q&A

## Connecticut SWAP Webinar 3/29/17

#	Question	Asker Name	Asker Email	Answer(s)
1	Does goal of ""high rates of permanent housing exits"" mean exits FROM permanent housing or exits TO permanent housing?	Anonymous Attendee		"High rates of permanent housing exits" refers to the proportion of households that exit programs to a permanent destination. The higher the proportion/rate, the more successful the project is on this measure.
2	Is this not what Coordinated Access Networks are supposed to be doing?	Anonymous Attendee		Can you say more about this? We're not sure which presentation comments you are referring to but would like to address your question.
3	The adult shelter number seems low. This is only days of service.	jarcher	Jarcher@opendoorshelter.org	We're not sure which number you mean, would you please clarify?
4	Can you talk about what measures you are looking at for permanent supportive housing?	Anonymous Attendee		We look at the same measures for permanent supportive housing, although they are interpreted in different ways. For example, in PSH we think about length of stay very differently. For other interventions we consider short LOS to be an indicator of high performance. In PSH, a short LOS is not the desired objective and could indicate there is a mismatch between tenant service needs and the program model.
5	Can we get a copy of the PowerPoints when this webinar is completed?	monahand	dmonahan@tvcca.org	Yes, these will be posted to DMHAS website: <a href="http://www.ct.gov/dmhas/SWAP">www.ct.gov/dmhas/SWAP</a> DOH website will link to it as well.
6	Regarding the literally homeless criteria: Families are often doubled up when they lose housing. While doubled up they are at high risk of domestic violence, sexual exploitation and child abuse. How are we going to address the fact that families and children are more likely to experience these traumas because they do not have housing?	kday	kday@newreach.org	Many families experiencing poverty live in unstable housing situations (doubled up) and the homeless crisis response system cannot solve this problem. Deciding which doubled up families are in imminent danger or harm or literal homelessness is a critical function for Coordinated Entry. Families who are doubled up and not at imminent risk generally should not enter emergency shelter. Those who are can often be served using a shelter diversion strategy.
7	Please show Beau's email address	Staff	proadvisor@arcforpeace.org	Answered in PPT slides.
8	Please return the contact info slide	Staff	proadvisor@arcforpeace.org	Answered in PPT slides.
9	Where will the webinar be posted?	jroberts	jroberts@pacifichouse.org	Answered in PPT slides.

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10	Sorry, it was the \$918 for emergency shelters exiting individuals. Seems like it should be higher.	jarcher	Jarcher@opendoorshelter.org	Follow up from #3 above: Cost per permanent housing exit is a complex measure that takes into account length of stay in the program, bed utilization rate, permanent housing exits, and total budget. It doesn't always behave as you might expect it to. For example, a low value such as this might be related to overutilization (use of overflow or seasonal beds) combined with short lengths of stay.
11	Been trying to clean up data for several months in our region. Having a difficult time getting timely response from Nutmeg. Who can help us? Phone #?	mvan	mvan@reliancehouse.org	Please contact Brian Roccapriore <a href="mailto:broccapriore@cceh.org">broccapriore@cceh.org</a>
12	Our community foundation produced a 10-year plan 5 years ago, and would like to do an update. Our service area covers 20 towns in a 32 town CAN. Will we be able to access data at the town level in order to see what is happening just in our service area?	Julia Scharnberg	jscharnberg@northwestcf.org	We are planning to produce reports at the State level, CoC level and CAN level. We were not planning to report data at the town level.
13	Is there a negative incentive for providers to reveal how much private funding is going into a program because it would inflate their cost per positive exit, compared to agencies that do not supplement with private funding?	Matthew Morgan	matt.morgan@journeyhomect.org	Cost per permanent housing exit is a complex measure that takes into account length of stay in the program, utilization rate, permanent housing exits, and total budget. It doesn't always behave as you might expect it to. For example, more private funding may not increase cost per exit if it is related to more households with a positive exit; the dollar amount is spread over more households, bringing the cost for any one household down. We encourage all projects to provide data on all funding sources to ensure that our analysis is as accurate as possible.
14	To assume that LOS is high because programs are not practicing "housing first" is flawed. Availability of units, affordability of housing and engagement with a highly acute	Anonymous Attendee		Long LOS can be an indicator of a program not embracing a Housing First approach. However, there can be any other number of explanations and it is important to consider the specific system context. For example, emergency shelters that have access to robust housing

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	population can increase LOS.			search and placement services they will tend to have shorter LOS than those that don't.
15	Thank you for that PSH info, very helpful.	Anonymous Attendee		
16	How will you treat the data from specialized transitional housing programs who work with HIV positive individuals? Will this data be compared to general programs?	adelerme	adelerme@casaincct.org	The transitional housing data for all populations will be presented together. Stakeholders will be aware of those with specialized populations, which will be included in the context of the discussion.
17	I think that it is a disincentive to reveal the private dollars. Private dollars cost programs money to raise, and this is not taken into account.	Anonymous Attendee		The objective of the budget data collection is to understand what it costs to operate each program. If the private funds are being spent to deliver housing, shelter or services to homeless people in the project then they should be included because that is what it costs to run the program. Private funds raised and spent on other activities (e.g. to support organizational fundraising activities) would not be part of the project budget.
18	Just to clarify, my question is not about fixing poverty, it's about how to prioritize homeless families who are doubled up.	kday	kday@newreach.org	We have provided an expanded answer to #6, above.
19	Thank you. Is the workshop tomorrow the same or different?	jarcher	Jarcher@opendoorshelter.org	This is the only SWAP Webinar thus far.
20	I am concerned about not addressing employment, why was the calculation made? Second that about Nutmeg	Eric Rey	Sent to all Panelist	The SWAP suite of tools does not analyze data on participant income because while that information is related to housing, it is different from the primary outcome of permanent housing. By analyzing whether clients secure housing (exit rate to PH) and do not return to homelessness, our analysis is able to capture whether clients are securing the needed supports (such as income) to sustain housing.