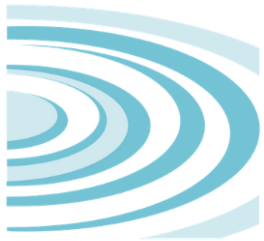


Bringing Clarity to the System: The DSB, HMIS, and Data Access Across the State



Calio
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Connecticut
Department of
HOUSING



Bringing Clarity to the System: The DSB, HMIS, and Data Access Across the State

- John Merz, Advancing CT Together
- Haley Gross de Jimenez, CT Coalition to End Homelessness
- Meredith Clay, New Reach
- Beau Anderson, Department of Housing





Bringing Clarity to the System

The DSB, HMIS, and Data Access Across the State

Meredith Clay, *New Reach* (Co-Chair)
Haley Gross de Jimenez, *CCEH*
John Merz, *ACT*
Beau Anderson, *Department of Housing*

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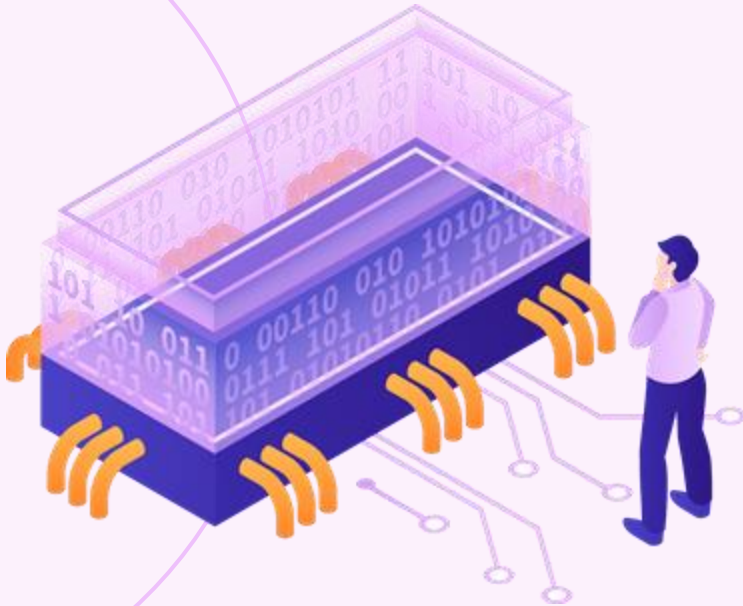
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01

About the DSB



The Housing and Homelessness Data Strategy Board

- We are new!- Formalized in September 2024 by both CT Balance of State (CTBOS) and Opening Doors Fairfield County (ODF)
- Vision: Cultivate a cohesive statewide coalition, uniting funders, service providers, and key partners in a collective mission of enhancing and optimizing CT's Homelessness Data Infrastructure, including CTHMIS, for the purpose of data analysis, performance measurement and system improvement statewide.



The Housing and Homelessness Data Strategy Board



- Replaces CTHMIS Steering Committee
 - Increased focus on governance
 - Strategic focus on what data we collect, how we collect data, and how we share data
- What we've done so far (with assistance from HUD TA)
 - Completed charter for adoption at both CoCs
 - Created application for membership and distributed across the state
 - Assisted in the creation of the HMIS lead Request for Proposal (RFP)
 - Created list of priority projects for the next year

DSB Structure and Members

4 Housing/Homeless Provider Representatives	Meredith Clay (Co-Chair), <i>New Reach</i> ; Amanda Gordon, <i>Community Housing Advocates</i> ; 2 vacancies
2 CAN Backbone Agency Representatives	Lauren Sheehan (Co-Chair), <i>The Housing Collective</i> , 1 vacancy
2 CoC Representatives	Stephanie Lazarus, <i>CTBOS</i> ; 1 vacancy (ODFC)
1 Statewide Coalition Representative	Haley Gross de Jimenez, <i>CT Coalition to End Homelessness</i>
1 DOH CAN Manager, Data Analysis	Beau Anderson, <i>Department of Housing</i>
2 State HMIS Funder Representatives (DOH & DHMAS)	Steve Dilella, <i>Department of Housing</i> ; Mollie Machado, <i>Department of Mental Health and Addiction Services</i>
1 HMIS Lead Entity Representative (non-voting)	John Merz, <i>ACT</i>
1 HMIS System Administrator Entity Representative (non-voting)	Jim Bombaci, <i>Nutmeg</i>

What's Next?

- As of July 1, 2025 the HMIS lead is changing from CCEH to ACT
- Filling voting member vacancies by end of May
- Priority areas already identified, now the work begins
- Join us: We meet the last Thursday of each month from 11:00-12:00



02

DSB Priorities



Overarching Themes of Priorities

The key themes underpinning our priorities include:

- standardized KPIs and measurement methodologies
- communication and transparency
- partner engagement
- strengthened financial management and fund development strategies



Standardized Key Performance Indicators (KPIs) & Measurement Methodology

Statewide & Local Alignment

Stakeholder Engagement

Data Quality

External Communications





Reporting & Data Visualization Strategy

Ensuring Accessibility & Legibility

System Optimization

Funder Consistency & Contract Accountability



Improve System Functionality & Manage Enhancement Request Process

Develop a Consistent and Transparent Enhancement Request Process

Communication & Engagement Strategy

Collaboration with the CT CAN End Homelessness Campaign

Establishing a Communication Cadence



Financial Management & Fund Development

Budget & Financial Reporting

Fund Development Strategy

Capacity Building & Strategic Partnerships

Maximizing Local Capacity:

Transition Planning & Post-RFP Success

Ensuring a Smooth Transition

03

Data 101 (Quick)



Why Data Matters to Our Work

- If we didn't have data, how would community partners, state agencies, state legislators, and the public know about the critical work that you all do, day in and day out?
- How would we fund this life saving work if we couldn't talk about the situation in our communities and across the state?
- How would we determine which programs were having the greatest impact?

Data at Different Levels

Front-Line

- Outreach workers, case managers, CAN staff, shelter/housing staff
- Client-level coordination
- Matching to resources
- Daily documentation
- Local reporting needs
- Real-time decisions

System Wide

- CoCs, state agencies, DSB, backbone orgs
- Trend analysis
- Performance measurement
- Resource allocation
- Equity checks
- Program design

Public

- Legislators, funders, journalists, advocates, general public
- Storytelling at scale
- Accountability
- Justification for funding and policy
- System comparison

What Makes Good Data?

Data is a reflection of your process

Not just a product to be submitted, but a mirror of the work being done

What happens when we have bad or missing data?

System, client, and policy implications

Reminder: garbage in, garbage out

Your data should look like the work you actually do.

Data is a form of Advocacy

If we want the system to work better, we have to make sure its seen clearly.

04

Processes and Procedures



Visit CT HMIS to ...

Resolve issues
encountered
working with HMIS

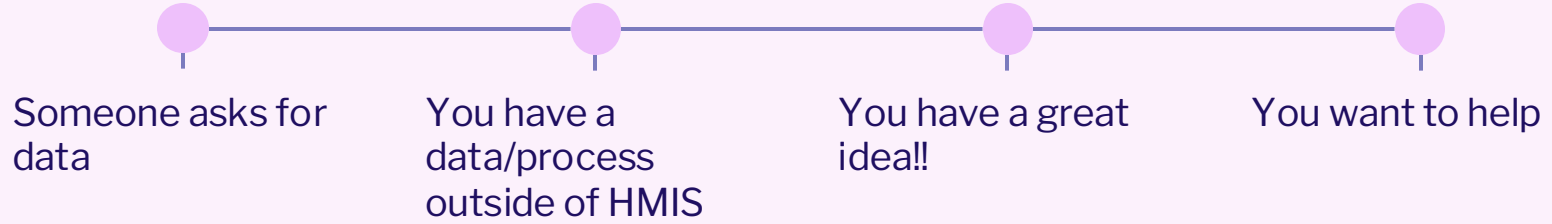
Request
modifications to
the system to
improve the way
things are done

Request statewide
data

Receive training on
using HMIS



What to do if...



05

Data Dashboards



Background Data Dashboards and Reports

Multiple audiences

Different audiences need, use, and interpret data in different ways.

Existing reports and dashboards are intended for use by people who work in our system, but can also be useful to others.

CTCANData.org

Hosts legacy dashboards and reports. The DSB is exploring paths forward for this website.

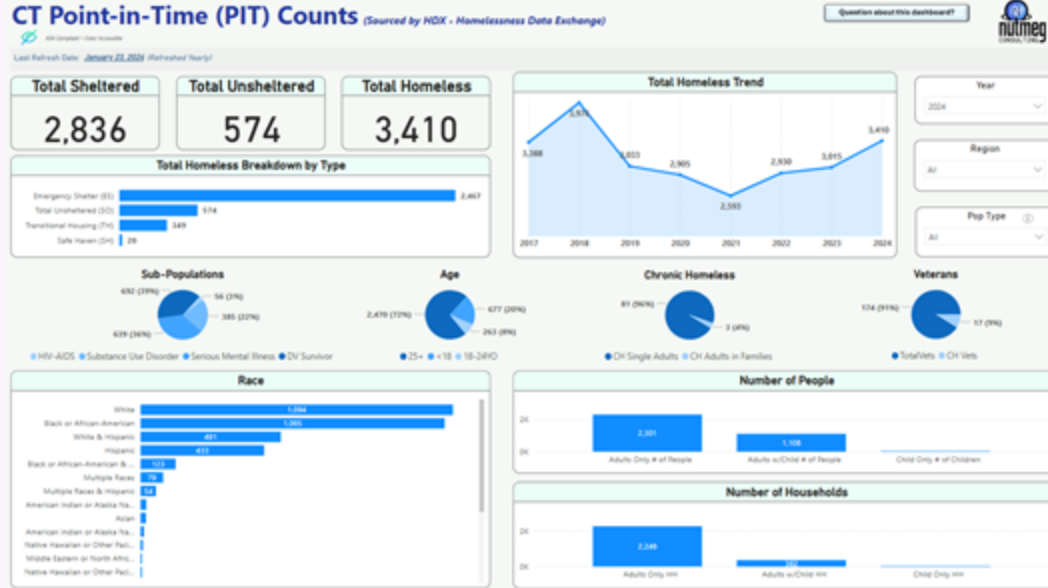
CTHMIS.com

Home to all the policies, training materials, and knowledge base for our statewide HMIS, including multiple data dashboards.

What about the by name list, also known as the BNL?

Excellent question, let's talk about that too!

CT Point-in-Time Counts



- Refreshed annually in January
- Filter by year, CoC, and Program Type
- Count of people who are homeless on a single night in January each year
- One source of info about “who is homeless in Connecticut?”

<https://cthmis.com/pit/pit-dashboard/>



Beyond PIT – Homeless Yearly Totals



- Refreshed annually in December
- Filter by year, CoC, CAN, Sheltered status, and Program Type
- Count of people who are homeless on a single night in January each year
- One source of info about “who is homeless in Connecticut?”

<https://cthmis.com/hmis-data-access-insights/beyond-pit-homeless-yearly-totals/>



Homelessness in CT

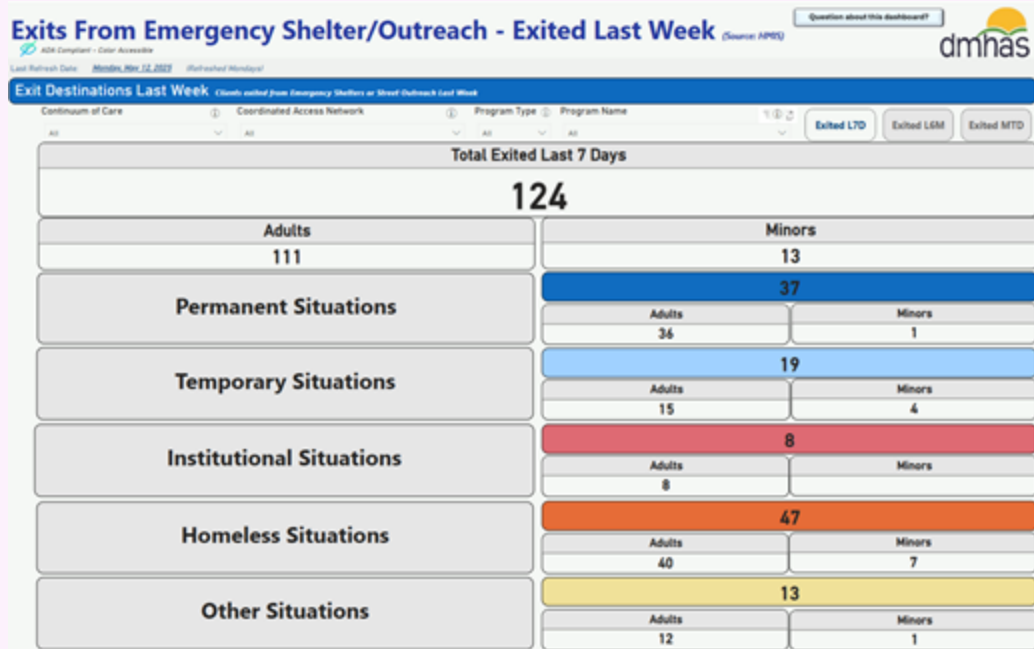


- Refreshed weekly on Mondays
- Filter by CoC, CAN, Program Type, and Program Name
- Unduplicated counts of people who are served in literally homeless programs with recent service activity
- One source of info about “who is homeless today?”

<https://cthmis.com/hmis-data-access-insights/ct-hmis-homeless-in-ct/>



Exits from Emergency Shelter/Outreach

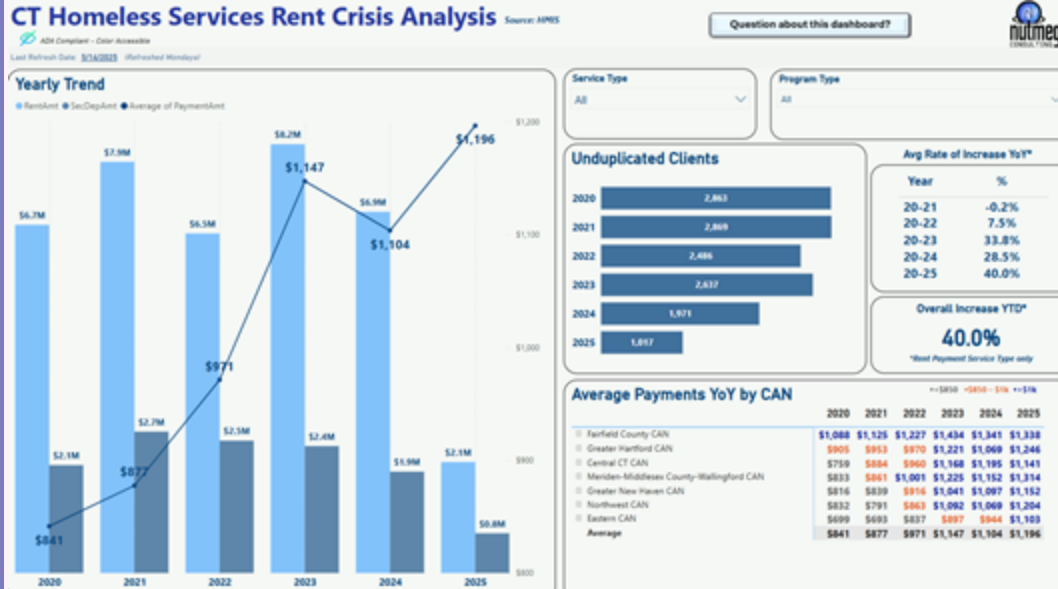


- Refreshed weekly on Mondays
- Filter by CoC, CAN, Program Type, and Program Name
- Counts of people who exited from literally homeless programs by exit destination category
- One source of info for “how many people were housed?”

<https://cthmis.com/hmis-data-access-insights/exits-from-emergency-shelter-and-street-outreach-dashboard/>



CT Homeless Services Rent Crisis Analysis



- Refreshed weekly on Mondays
- Filter by Service Type and Program Type
- People served in housing programs and average rent/security deposit payments made
- One source of info for “where is the cost of rent going up?”

<https://cthmis.com/hmis-data-access-insights/ct-homeless-services-rent-crisis-analysis-dashboard/>



PSH/RRH Returns to Homelessness



- Refreshed weekly on Mondays
- Filter by CoC, CAN, Program Type, and Program Name
- Counts of people who return to homelessness after exiting from a subsidized housing enrollment
- One source of info for “how many exit to homelessness?”

<https://cthmis.com/hmis-data-access-insights/exits-from-permanent-supportive-housing-and-rapid-re-housing/>



Entries Report

Entries Report This report includes every enrollment in emergency shelter, transitional housing, safe haven, outreach, RRH, PSH, and homelessness prevention projects with an entry date from 1/1/2018 through the date last updated. Last Updated
May 15, 2025

Select date range

CAN

Program Type

Program Name

1st Enrollment

Open?

The filters above apply to **all** the data in this report – both the summary table and the detailed entries table. [reset all filters](#)

Summary of Entries by Prior Living Category and Household Type

NOTE: In this summary table, counts of households are unduplicated within each row. If a household has multiple entries from different prior living categories in the time period, they may be counted in multiple rows. Use filters above to narrow the scope of exits included in the table below. # Active on BNL is all households who are active on BNL v2 as of the date this data was last updated.

Housed?	Prior Living Category	# Enrollments	# Households	# Active on BNL	# Individual HH	# Fam w/Children HH	# Fam w/Adults Only HH
Housed	Self (friend/family) Perm	13,183	10,790	767	9,267	1,570	100
Housed	Self (self-paid)	6,248	5,575	321	4,394	1,036	242
Housed	Subsidized Rental	4,801	3,880	141	3,125	715	142
Housed	Self (friend/family) Temp	3	3	0	2	0	1
Not Housed	Homeless	61,905	29,155	3,854	26,088	3,614	821
Not Housed	Institution	6,867	5,063	631	5,016	49	8
Not Housed	Other	3,237	2,852	240	2,381	430	65
Not Housed	Unknown	3,116	2,798	385	2,536	172	96

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Detailed Entries Table

NOTE: This detail table will show every exit in the date range, CAN, Program Type, and Program Name selected in the report filters above, and can be filtered further using the criteria below.

Client ID

Entry From Housed?

HcH Age

HHType

Prior Living Category

The filters here apply to **only** the data in this detail table. [reset all filters](#)

- Refreshed daily on weekdays
- Filter by Date, CAN, Program Type, Program Name, and more
- Details for enrollments that begin within the selected date range
- One source of info for “how many current shelter enrollments are 1st-ever?”
- Intended audience is program staff and CAN backbone

<https://ctcandata.org/entries/>



Exits Report

Exits Report

This report includes exits to all destinations for every enrollment in emergency shelter, transitional housing, safe haven, outreach, RRH, PSH, and homelessness prevention projects from 1/1/2018 through the date last updated.

Last Updated

May 15, 2025

Select date range

CAN

Program Type

Program Name

The filters above apply to **all** the data in this report – both the summary table and the detailed exit table.

reset all filters

Summary of Exits by Destination and Household Type

NOTE: In this summary table, counts of households are unduplicated within each row. If a household has multiple exits to different destinations in the time period, they may be counted in multiple rows. Use filters above to narrow the scope of exits included in the table below. # Active on BNL is all households who are active on BNL v2 as of the date this data was last updated.

Hou...	Exit Category	# Enroll...	# Households	# Active on BNL	# Individual HH	# Fam w/Children	# Family w/Adults Only ...
Housed	Self (self-paid)	14,260	11,064	473	9,074	1,813	404
Housed	Self (friend/family) Temp	10,207	8,485	621	7,860	608	90
Housed	Self (friend/family) Perm	7,555	6,565	456	5,603	907	94
Housed	Other Housed	7,222	5,705	205	4,502	1,149	169
Housed	Permanent Supportive Housing (PSH)	5,714	4,515	183	3,842	641	98
Housed	Rapid Rehousing (RRH)	3,954	3,017	212	2,304	733	52
Housed	Housing Authority (Subsidy Only)	1,884	1,622	53	1,086	507	55
Not Housed	Homeless	20,234	13,217	2,116	12,082	1,123	231
Not Housed	Unknown	16,744	12,805	1,073	11,726	911	284
Not Housed	Institution	4,859	3,939	423	3,866	48	40
Not Housed	Other Not Housed	3,041	2,795	319	2,513	238	63
Not Housed	Deceased	1,452	1,304	0	1,228	35	49

- Refreshed daily on weekdays
- Filter by Date, CAN, Program Type, Program Name, and more
- Details for enrollments that end within the selected date range
- One source of info for “how many enrollments exit to housing?”
- Intended audience is program staff and CAN backbone

<https://ctcandata.org/exits/>



BNL v2 Summary

ALL HOUSEHOLDS		All Age HoH							
		Statewide	Central	Eastern	Fairfield	Hartford	MMW	New Haven	Northwest
1a	# Active HH	4951	362	613	1105	1033	247	1201	390
1b	# Active People	5707	413	755	1247	1135	310	1385	462
1c	# Active Children	521	31	90	108	71	44	127	50
1d	# HH Active Unsheltered	969	88	182	190	149	27	228	105
1e	# HH Added in Past 7 Days	151	9	25	25	41	10	25	16
1f	# HH Inactive Next 7 Days	51	2	11	14	6	2	10	6
1g	Avg. Days Active	163	195	120	173	184	145	161	140
1h	# HH Matched to Housing	462	64	44	27	130	22	163	12
2a	Chronic (Verified)	187	10	2	2	65	2	100	6
2b	Dedicated Plus (Verified)	31	3	0	1	5	0	19	3
2c	Disability Verified; Homeless Hx Needs Review	98	14	1	13	30	16	6	18
2d	Homeless Hx Verified; Disability Needs Review	11	1	0	5	0	0	4	1
2e	Homeless Hx and Disability Need Review	314	12	34	170	22	15	7	54
2f	Not Chronic (Verified)	703	132	6	14	412	4	127	8
2g	Unknown Chronic Status	3607	190	570	900	499	210	938	300
3a	# HH Housed Exit Past 90 Days	1239	131	160	240	177	35	274	222
3b	Rapid Rehousing (RRH)	77	5	16	16	19	1	16	4
3c	Permanent Supportive Housing (PSH)	106	4	9	21	23	4	31	14
3d	Housing Authority (Subsidy Only)	52	1	3	18	7	4	17	2
3e	Self (self-paid)	267	27	36	76	32	6	47	43
3f	Self (friend/family) Perm	171	24	36	21	33	11	25	21
3g	Self (friend/family) Temp	509	67	55	72	43	9	132	131
3h	Other	51	3	5	15	15	0	6	7

- Sent weekly on Tuesdays
- No filters, no frills, just a summary of what's on the BNL that day
- Counts of households on the BNL in various statuses
- One source of info for "how many are homeless in Connecticut today?"
- Intended audience is leadership, program staff and CAN backbone

Now it's time to talk about the BNL for a minute...

All About the BNL

The By Name List (BNL) includes **every person** who is literally homeless or fleeing domestic violence and **currently enrolled** in an Emergency Shelter, Transitional Housing, Street Outreach, Safe Haven, Youth Navigator, or Domestic Violence program within HMIS. It also includes every person who exited from one of those programs in the last 90 days to a destination other than housing.

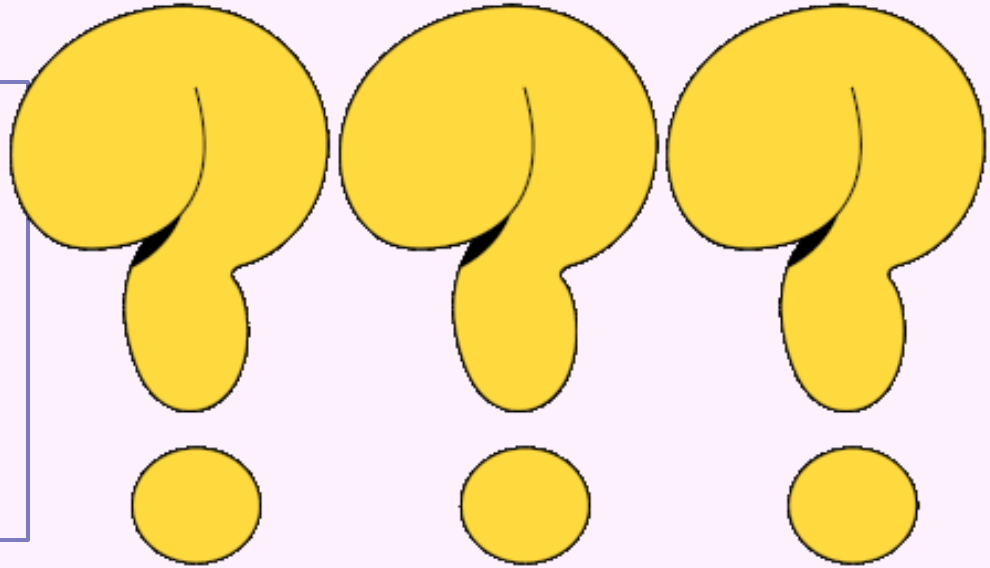
Because the BNL is broadly inclusive, updated in real-time, and accessible to most HMIS users, we commonly use it to answer the question “Who is homeless in Connecticut today?” but **there are multiple valid ways to answer this question!**

- BNL is updated **in real time** based on enrollment activity in HMIS
- The BNL casts a wide net for inclusion, meaning that **nobody falls through the cracks**
- The BNL can be accessed by all authorized users, making it easy for anyone working in our system to see who is on the list today
- The primary use case of the BNL is for **housing matching meetings** that are convened in each of the seven CANs

Learn more at this link -> <https://cthmis.com/about-ct-hmis/understanding-homelessness-in-connecticut/>



Comments Questions (and answers!)



Thank You!

For any questions email
info@cceh.org

Visit our website cceh.org

