

GLOSSARY OF TERMS

- **Assertive Community Treatment (ACT) teams:** Multidisciplinary teams that provide case management, crisis intervention, medication monitoring, social support, assistance with everyday living needs, access to medical care and employment assistance for people with mental illness.
- **Beyond Shelter CT**
Offering coordinated follow up services to households leaving shelters and transitional housing programs and their landlords, services provided in the Beyond Shelter program may include education on landlord/tenant rights and responsibilities; life skills workshops on issues such as parenting and money management; assistance procuring food and furniture; as well as support in securing mental health and substance abuse treatment services.
- **Case Management:** Overall coordination of an individual's use of services, which may include medical and mental health services, substance use services, and vocational training and employment. Although the definition of case management varies with local requirements and staff roles, a case manager often assumes responsibilities for outreach, advocacy, and referral on behalf of individual clients.
- **Chronic Homelessness:** The U.S. Department of Housing and Urban Development (HUD) defines a person experiencing chronic homelessness as an unaccompanied individual with a disabling condition who has been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years.
- **Connecticut Coalition to End Homelessness (CCEH):** CCEH is a statewide organization with the mission to end homelessness in Connecticut through prevention, support services, and housing solutions.
- **Community Development Block Grant (CDBG):** CDGB is a flexible program that provides communities with resources to address a wide range of unique community development needs and provides annual grants on a formula basis to local government and States. In Connecticut it is administered by the Department of Economic and Community Development.
- **Connecticut Housing Finance Authority (CHFA):** CHFA was created by the state legislature to help to alleviate the shortage of affordable housing for low-and moderate income individuals and families in CT. CHFA administers State and Federal housing tax-credit programs, provides financing for the development of multi-family housing and mortgage financing for first time homebuyers.
- **Consolidated Plan:** A long-term housing and community development plan developed by State and local governments and approved by HUD. It contains information on homeless populations.
- **Continuum of Care:** The Continuum of Care was established by HUD to oversee community planning around homelessness. Continua work together to define needs, plan strategies and prioritize funding for supportive housing services.
- **Co-occurring Disorders:** The presence of two or more disabling conditions such as mental illness, substance abuse, HIV/AIDS, and others.
- **Corporation for Supportive Housing (CSH):** CSH is an organization that supports the expansion of permanent supportive housing through technical assistance. For more information please see: www.csh.org.
- **CTWorks:** *CTWorks*, was formerly known as *Connecticut Works*. It is Connecticut's name for its' One-Stop employment and training system.

- **Department of Children and Families (DCF):** DCF is a state agency charged with protecting children, improving child and family well-being and supporting and preserving families. DCF funds the Supportive Housing for the family scattered site housing program.
- **Department of Economic and Community Development (DECD):** DECD is a state agency that develops and implements strategies to attract and retain businesses and jobs, revitalize neighborhoods and communities, ensure quality housing and foster appropriate development in Connecticut's towns and cities. DECD administers the State's allocation of Federal HOME and CDBG funding as well as State funds for affordable housing.
- **Department of Labor (DOL):** DOL is a state agency whose mission is to help and protect the working people of Connecticut. DOL is both the administrative entity for the Workforce Investment Act and provides core employment and training services in *CTWorks*.
- **Department of Mental Health and Addiction Services (DMHAS):** DMHAS is a state agency whose mission is to improve the quality of life of the people of CT by providing an integrated network of comprehensive, effective and efficient mental health and addiction services through the local Mental Health Authorities. DMHAS' regional offices administer the Shelter Plus Care Program as well as other funding sources that support Supportive Housing.
- **Department of Social Services (DSS):** DSS is a State Agency that provides a broad-range of services to the elderly, disabled, families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-realization and independent living. The agency is designated as a public housing agency for the purpose of administering the Section 8 program under the Federal Housing Act.
- **Discharge Planning:** A significant percentage of homeless individuals report recent incarceration, hospitalization, residential health care, foster care or treatment facilities. Discharge planning is assisting the consumer with a plan on how they are going to live after "discharge" from the facility. Successful discharge planning starts long before the end of a person's stay in such an institution. Integrated services both within and outside of institutions are necessary to assure effective discharge planning.
- **Dually-diagnosed:** See Co-occurring Disorders.
- **Harm Reduction:** Harm reduction is a set of practical strategies that reduce the negative consequences associated with drug use, including safer use, managed use, and non-punitive abstinence. These strategies meet drug users "where they're at," addressing conditions and motivations of drug use along with the use itself. This approach fosters an environment where individuals can openly discuss substance use without fear of judgment or reprisal, and does not condone or condemn drug use.
- **Homeless Persons:** Persons or families lacking a fixed regular and adequate nighttime residence and are residing in a place not meant for human habitation (e.g., on the streets) or in an emergency homeless shelter, or in transitional housing for the homeless, or are being evicted within a week from a private dwelling, or are being discharged within a week from an institution in which they have been a resident for more than 30 consecutive days, or are fleeing a domestic violence situation; in the case of children and youth, it also includes sharing the housing of other persons due to loss of housing, economic hardship or a similar reason or awaiting foster care placement.
- **Homeless Management Information System (HMIS):** HMIS is a community-wide data base congressionally mandated for all programs funded through the Department of Housing and Urban Development (HUD) homeless assistance grants. The system collects demographic data on consumers as well as information on service needs and usage.
- **Housing First:** The Housing First model moves homeless participants from the streets immediately into permanent housing. With stable and supportive treatment services, program participants are better able to focus on the core mental and physical issues that led them to homelessness. Housing First can be contrasted with a continuum of housing "readiness," which typically subordinates access to permanent housing to other requirements.

- **Housing and Urban Development (HUD):** Federal Agency whose mission is to increase homeownership, support community development and increase access to affordable housing free from discrimination.
- **Local Mental Health Authority (LMHA):** The Department of Mental Health and Addiction Services operates and/or funds 14 Local Mental Health Authorities (LMHAs) throughout Connecticut. They manage the mental health services for their geographic regions. The LMHAs offer a wide range of therapeutic recovery-oriented programs, including employment and supportive housing programs, as well as crisis intervention services.
- **Long Term Homelessness:** This term includes all people who have been homeless for long periods of time, as evidenced by repeated (three or more times) or extended (a year or more) stays in the streets, emergency shelters, or other temporary settings, sometimes cycling between homelessness and hospitals, jails, or prisons. This definition intentionally includes a larger group of people than the federal government’s “Chronic Homelessness” definition, such as families and youth.
- **McKinney-Vento Homeless Assistance Act:** This 1987 federal legislation established programs and funding to serve homeless people.
- **National Alliance to End Homelessness (NAEH):** The National Alliance to End Homelessness seeks to mobilize the nonprofit, public and private sectors of society in an alliance to end homelessness.
- **Next Step Initiative:** The *Next Step Initiative* is Governor Rell’s funding initiative, to help implement part of the recommendations in the State Interagency Council on Supportive Housing and Homelessness’ plan, designed to add 1000 units of supportive housing throughout the State over the next three years. *Next Step* will provide funding for supportive services, development and/or rental subsidies. It is designed to leverage additional development grants as well as federal funds.
- **“No Wrong Door”:** No wrong door refers to an approach in which caregivers share common information and tools that can break down unnecessary barriers and allow clients to gain access to all needed service regardless of whose door they come to first.
- **Prevention:** “Prevention” refers to any of a number of strategies used to keep individuals and families from becoming chronically homeless.
- **Rapid Re-housing:** Rapid re-housing focuses on moving individuals and families who are living in the shelters as quickly as possible into appropriate housing using many of the same tools used by prevention strategies.
- **Reaching Home Campaign:** Reaching Home is the statewide campaign to create 10,000 units of supportive housing, endorsed by Governor Rell and the Interagency Council on Supportive Housing and Homelessness. For more information please see: www.ctpartnershiphousing.com.
- **Re-Entry housing:** This refers to transitional and supportive housing options for people coming out of prison and jail.
- **Scattered-site Housing:** Dwelling units in apartments or homes spread throughout a neighborhood or community that is designated for specific populations, usually accompanied by supportive services.
- **Service Plans:** Case managers in shelter, transitional and supportive housing programs, typically create a comprehensive service plan for clients including goals and objectives, which will assist them in addressing barriers and maintaining stability. A service plan should be comprehensive in that it includes an array of needs, multiple service providers, long and short term goals, timelines and specific expectations of both the client and caregivers.

- **Single Room Occupancy (SRO) Building:** A type of building that offers residents a single, furnished room, often with shared bathroom and kitchen facilities.
- **Single-site Housing:** A housing program wherein all living units are located in a single building or complex.
- **SOAR - SSI/SSDI Outreach, Access, & Recovery**
SOAR is a national initiative to help case managers and other frontline staff to assist adults who are homeless, especially people with physical and/or mental health disabilities who are homeless apply for Social Security benefits.
- **Social Security Disability Insurance (SSDI):** SSDI provides benefits to disabled or blind individuals who are "insured" by workers' contributions to the Social Security trust fund.
- **Supplemental Security Income Program (SSI):** SSI is cash assistance payments to aged, blind and disabled people (including children under age 18) who have limited income and resources.
- **Stakeholders:** Individuals who have a vested interest in the outcomes or the process of a particular endeavor.
- **Supportive Housing:** Supportive housing combines rental housing with individualized health, support and employment services. People living in supportive housing have their own apartments, enter into rental agreements and pay their own rent, just as in other rental housing. The difference is that they can access, at their option, support services – such as the help of a case manager, help in building independent living skills, and connections to community treatment and employment services – designed to address their individual needs.
- **Temporary Assistance for Needy Families (TANF):** TANF is a Federal Block Grant distributed to states to provide cash assistance, child care transportation and other services to people on welfare.
- **Ten year plans to end homelessness:** These local and statewide campaigns in regions across the country seek to engage all sectors of society in a revitalized effort to confront and overcome homelessness in America. Each Ten Year Plan to End Homelessness provides solutions and options for looking communities committed to ending homelessness rather than just managing it.
- **Transitional Housing:** Housing meant to help homeless people access permanent housing, usually within two years.
- **Under-Employed:** Employed at a level not consistent with education or past work experience.
- **Workforce Investment Board-Local (LWIB)-** They are responsible for coordinating employment and training services at the local level through the One-Stop system, which in Connecticut is called *CTWorks*.
- **Work Incentives:** Special rules make it possible for people with disabilities to work and continue to receive certain federal or state benefits. People receiving SSDI or SSI can work and still receive monthly payments and Medicare or Medicaid. Social Security calls these rules "work incentives." HUD also encourages eligible tenants with disabilities living in HUD assisted housing to work by disallowing earned income in calculating monthly rents for certain programs.
- **Wrap-around Services:** A wraparound service model coordinates all caregiver services, often through a team case-management or shared service plan system, bringing mainstream and non-profit providers together for case conferencing and problem solving.