

## **COORDINATED ACCESS TO HOMELESS ASSISTANCE IN CONNECTICUT**

Providers of service to people experiencing homelessness are coordinating their services in communities across Connecticut through *Coordinated Access Networks (CANs)*. Through these CANs, service providers work together to streamline and standardize the process for individuals and families to access assistance. Coordinated Access is required by the Federal HEARTH Act, which governs most of the federal funding communities receive to address homelessness, and supported by the State Department of Housing, Department of Mental Health and Addiction Services, and more than eight other state agency partners. The primary goal is to help communities focus on rapidly ending each person's homelessness by connecting them with appropriate housing and resources as quickly as possible.

### **What is Coordinated Access?**

- A standardized, assessment and referral process to access community resources within a geographic region for people experiencing a housing crisis or homelessness.
- Individuals and Families call 2-1-1 from anywhere in the state to start the process.
- 2-1-1 refers anyone experiencing a housing crisis to the CAN in the caller's community. The CAN accesses available resources to address the client's needs.

### **Why implement Coordinated Access?**

- Create a streamlined way for people in need to access assistance.
- Improve collaboration, communication, efficiency, and transparency between service providers.
- Improve service to consumers through a client-focused, coordinated system.

### **Characteristics of Coordinated Access**

- Accessible: easy to use and well-publicized to the homeless individuals and families who need it.
- Standardized: same process to access resources across communities, one shared assessment process across communities to understand client need and eligibility.
- Accountable: communities develop shared oversight mechanisms including policies, monitoring and improvement processes.

### **Statewide Contacts:**

Steve Dilella, for the State of Connecticut Department of Housing/Department of Mental Health and Addiction Services: [Steve.Dilella@ct.gov](mailto:Steve.Dilella@ct.gov),  
Lisa Tepper Bates, Executive Director, CCEH: [ltbates@cceh.org](mailto:ltbates@cceh.org), 860-721 x105