

Shelter Diversion Southeastern Connecticut



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**NORWICH HUMAN
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Shelter Diversion Overview



- What?
- Why?
- How?
 - The CAN process
 - The Diversion Conversation
- Outcomes?

What?



- Targeted support for people seeking shelter
- Support at the front door of shelter
- Alternate housing arrangements and (if necessary) connection to services and financial assistance to return to permanent housing

What?



- Conflict mediation with family/friends/landlord
- Connection to services and/or benefits
- Housing search support – overcome tenant barriers
- Financial assistance

Why?



- Prevents stress and trauma of shelter
- Shelter beds for those with no alternative
- Avoids negative impact of homelessness on children

Diversion for Families

How?

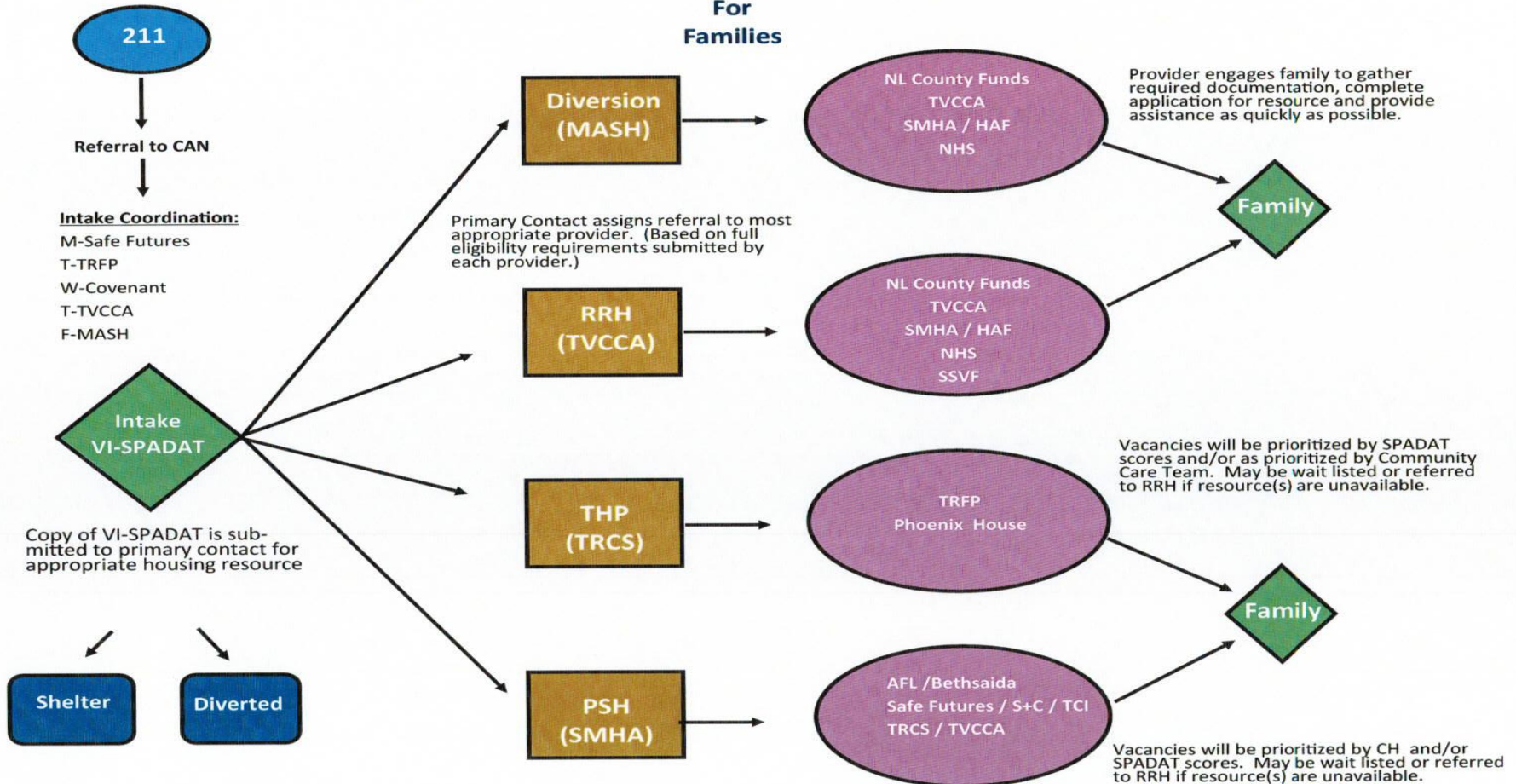


- **CAN screening**
 - VI-F-SPDAT
 - Refer to CAN Diversion Case Manager
 - Shelter used as a LAST resort
 - Person Centered
 - Housing First

The CAN Process

Southeastern CT Coordinated Access Network Housing Placement and Community Care Team

For
Families



Diversion for Families

How?



- **CAN Family Process**
 - Experienced social worker takes lead on CAN diversion cases
 - CAN providers share knowledge of resources and benefits
- **Family Care Team**
 - Engagement of service providers other than shelters critical to success of housing stability in many diversion cases

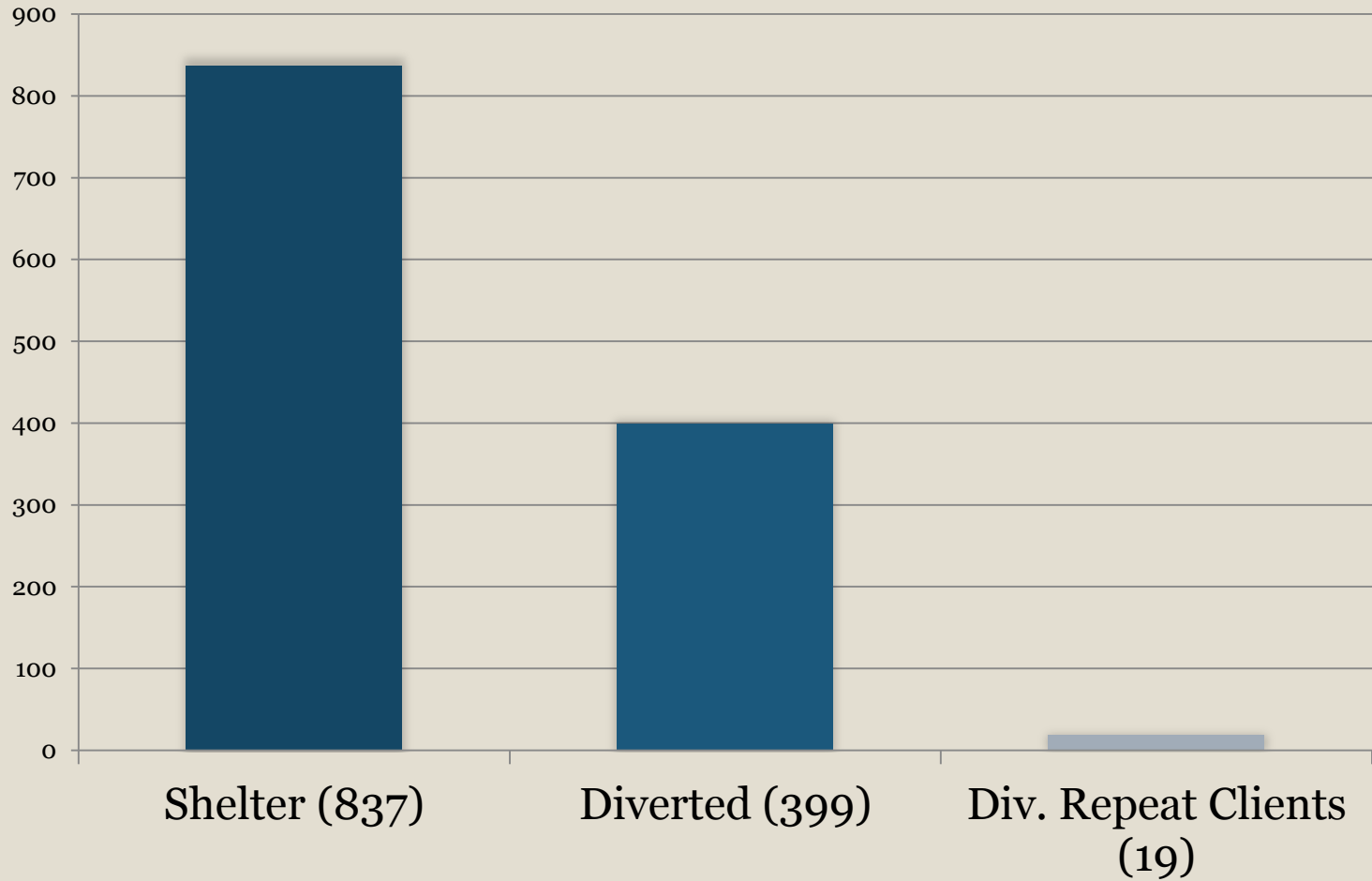
Annual Average Cost to Divert Families



- Two thirds average cost of Shelter and Re-Housing
- FY 2013 – \$ 1,814
- FY 2014 – \$ 1,763
- FY 2015 – \$1,649

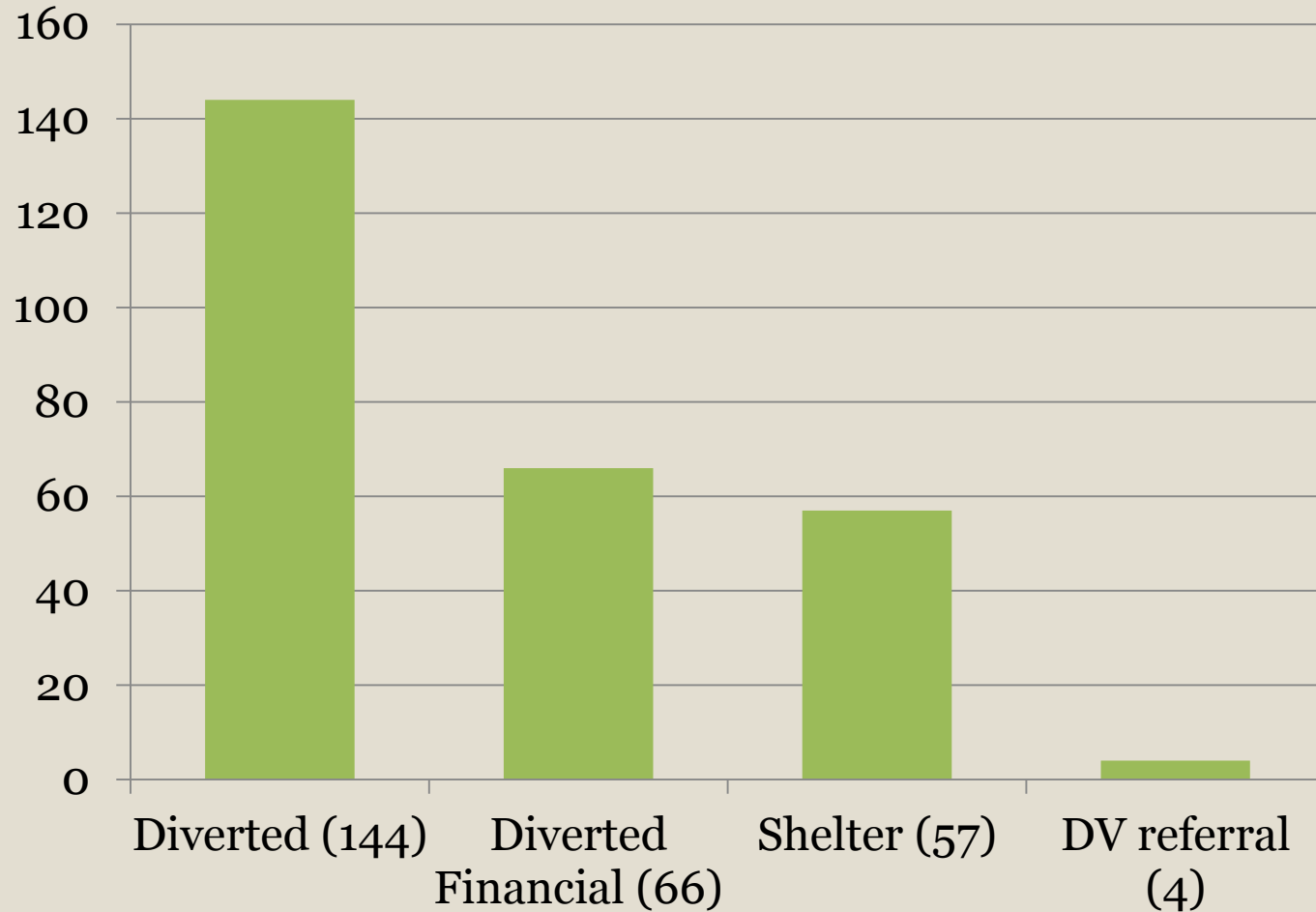
Family Diversion Outcome Over 3 Years

12/15/2011 - 3/31/2015



Family Diversion Outcome FY 2015

7/1/2014 - 3/31/2015



Positive Impact



- Reduced shelter stock by 50% since 2012
- Limited waiting lists
- Best outcome for families
- Our ultimate goal is to keep all homeless families out of shelter and instead place them in safe and secure housing with the appropriate supportive services necessary to achieve housing stability

Norwich Homeless Adult Population



- CCT
- Operated a winter overflow "shelter" for 10 years
- Experienced increasing costs
 - ✦ \$2000 to \$64,000
- Experienced recidivism

Single Adults

Why We Closed Our Shelter

Norwich Hosp Center Nov 1 to April 1	number stayed at HC for the season	Average # of people in shelter per night	cost per person per night	Average days stayed per person	cost per person per year	cost to rapidly re-house or divert
11-12	60	13	\$25.20	33	\$832.00	\$330.00
10-11	62	14	\$23.35	29	\$677.15	\$246.00
09-10	53	12	\$25.97	32	\$831.00	\$384.00
08-09	67	18	\$16.55	40	\$662.00	\$383.80
07-08	55	16	\$18.82	44	\$828.00	\$347.00
5 year average	59	14.6	\$21.98	35.6	\$766.03	\$338.16

Closed Overflow Shelter



- Closed in 2013-14
- Converted shelter dollars to rapid re-housing and shelter diversion
- CDBG funds/foundations
- Casino Funds

Census of Homeless People Last Year



- Screen 124 People for shelter
- Diverted 57 people (46%)
 - 35 needed money
 - 22 Needed no money
- Only 2 people still went to shelter after diversion
- Developed protocol for those remaining outside

Needed Money



35 needed money

- 10 on travel
 - 10 apartment
 - 12 sober house
 - 1 hotel (then to housing)
 - 2 friends
-
- **Average cost \$154.90 per person**

No Money Needed



- 22 Did Not Need Money
 - 1 travel
 - 3 stayed in apartment
 - 2 sober housing self pay
 - 16 friends

Thorough Interview



- Helps to hear about resources/connections before you do the ask
- Avoid placing in shelter
 - Can you stay one more night with someone?
- Be creative

Be Realistic



Don't let

PERFECT

Be the enemy of

GOOD