COORDINATED ACCESS NETWORK 101

Gabrielle Padilla, BA
Western CT CAN Manager
gabrielle@thehousingcollective.org

Lorrie Jean-Charles
Housing Solutions Manager
lorrie@thehousingcollective.org

Mutual Impact. Thriving Communities.
COORDINATED ACCESS NETWORK (CAN)

PREVIOUS SYSTEM

CURRENT SYSTEM

Connect with Housing & Supports

Navigate

Assess
FAIRFIELD COUNTY
COORDINATED ACCESS NETWORK

System Map

H O U S E D

211 Call
Outreach

211

CAN APPT
NAV ROSTER

EMERG SHELTER

BY NAME LIST

HOUSING SOLUTIONS

acağınak Call
Outreach

Outreach

 Produced by Supportive Housing Works
Dec, 2020
UNITED WAY 2-1-1

Provides information and referrals to resources statewide, including substance use, suicide prevention, state benefits screenings, utility assistance, etc.

Updated, interactive website with resource database.

https://www.211ct.org

Front door for Coordinated Access Networks across the state of Connecticut.

Housing Specialists accessed by dialing 2-1-1, Option 3 then Option 1.

2-1-1 can also be accessed by dialing 1-800-203-1234.
HOMELESS PREVENTION

SERVICES MAY INCLUDE:

• Financial Assistance
• Case Management
• Housing Support & Advocacy
• Coordinate with Community Providers

IN ORDER TO KEEP SOMEONE IN THEIR HOME & NOT ENTER THE HOMELESS RESPONSE SYSTEM.
HOMELESS PREVENTION PROGRAM (HPP)

Case management support for up to 6 months for households at risk of homelessness as a result of COVID to remain housed in current unit or assistance with relocation.

Eligibility: received a Notice to Quit; less than 50% AMI, rental arrears, & lack of support network that would assist in preventing the eviction

Referral & collaboration goes through UniteCT.
CAN APPOINTMENT

Often the first-time the household is meeting face-to-face/virtual/over the phone with CAN staff to assess their housing crisis.

Purpose of the CAN appointment is to help identify safe, appropriate places individuals and families to stay in the community.

Meeting is not just about shelter or “housing”.

DIVERT, DIVERT, DIVERT!
Diversion strategies and practices assist people to resolve their immediate housing crisis by accessing alternatives to entering emergency shelter or the experience of unsheltered living. This typically occurs at the point people request emergency services, such as entry into emergency shelter, or could take place in a day center or through outreach before a person spends a night unsheltered.

UNITED STATE INTERAGENCY COUNCIL ON HOMELESSNESS (USICH)
NAVIGATION CASELOAD/ ROSTER

DIVERSION CASELOAD
Households that are working on their housing plan with their navigator.
Do not have to be literally homeless to access services and/or financial resources.
Can access diversion funding.
Continuing to focus on exiting a household into permanent housing without entering into the homeless response system.

SHELTER ROSTER
Households that cannot be diverted and need a safe place to go.

Prioritization:
Unsheltered (street, abandoned building, vehicle, etc.)
Facing imminent discharge (within 48 hours) from a hospital, DOC*, or other similar settings
Young Adult Unsafely Doubled Up
EMERGENCY SHELTER

Households are prioritized for shelter that are literally homeless as defined by HUD and who are currently without appropriate shelter. In order to qualify as literally homeless, a household must lack a fixed, regular, and adequate nighttime residence.
ALLOW FOR RAPID RESPONSE AND IMPLEMENTATION TO IDENTIFY, ASSESS, AND MEET THE NEEDS OF THE UNSHelterED POPULATION.

OUTREACH STAFF PLAY A KEY ROLE IN ENGAGING PERSONS WHO ARE UNShelterED OR STAYING IN PLACES NOT MEANT FOR HUMAN HABITATION AND THOSE WHO ARE NOT CAPABLE OF CONTACTING 2-1-1 THEMSELVES TO SEEK ASSISTANCE.

ENGAGING THE UNSHelterED POPULATION BY ADDRESSING IMMEDIATE NEEDS.

STREET OUTREACH
FAIRFIELD COUNTY
COORDINATED ACCESS NETWORK

System Map

H O U S E D

211 Call
Outreach

211

CAN APPT
NAV ROSTER

EMERG SHELTER

BY NAME LIST

HOUSING SOLUTIONS

REH TH PSH

Produced by Supportive Housing Works
Dec, 2020
The By Name List (BNL) is a centralized and prioritized list of individuals and families experiencing homelessness.

Provides a uniform process to be used for matching individuals and families to appropriate interventions and prioritizing placement into housing.

All state and federally funded rapid re-housing, transitional housing, and permanent supportive housing projects are required to accept referrals ONLY from the BNL.
HOUSING SOLUTION MEETINGS

Housing Solutions Meetings are an integral component of the CAN matching and prioritization process.

These meetings are an opportunity for providers to discuss housing vacancies (current or upcoming), resolve barriers, and make decisions about priority, eligibility, enrollment, termination, and appeals.
RAPID EXITS

One-time financial assistance to exit homelessness rapidly into permanent housing

- Security deposit
- 1st months rent
- Application fee’s
- Utility arrearages/ utility deposits

For referral: lease, landlord’s w-9, inspection of unit, proof of ownership
Funds can be used for room rentals, single apartments, multi-family homes, etc.
RAPID RE-HOUSING PROGRAM (RRP)

Short term financial assistance and case management services while you transition from homelessness to housing

Services and assistance is individualized and based off the needs of the household

Referral is made in the housing solutions meeting
AFFORDABLE HOUSING/ PUBLIC HOUSING

You can get on the 211 mailing list for all open waitlists in the State of CT

http://www.cthcvp.org/
Long term housing with case management services

Prioritized following both the State of CT & HUD’s criteria for those most in need

i.e. cumulative length of time homeless, comorbidity, other vulnerability factors

PERMANENT SUPPORTIVE HOUSING
## TYPES OF HOUSING SUBSIDIES

<table>
<thead>
<tr>
<th><strong>SECTION 8</strong></th>
<th><strong>RENTAL ASSISTANCE PROGRAM (RAP)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Federally funded permanent subsidy through a Public Housing Authority (PHA); Can be used anywhere in the US*</td>
<td>State funded permanent subsidy through a local PHA; Can be used anywhere in the State of CT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SHELTER PLUS CARE (S+C)</strong></th>
<th><strong>EMERGENCY HOUSING VOUCHER (EHV)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>State funded permanent subsidy through DMHAS Can be used anywhere in the catchment area (referrals outside of catchment area must be coordinated through DMHAS)</td>
<td>Same thing as Section 8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MAINSTREAM VOUCHER</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Same thing as Section 8; Must lease up before 62 years old.</td>
</tr>
</tbody>
</table>

* Some PHA’s require you live in their City for 1 year before being eligible to port to another location.  
  • Exception is with a Reasonable Accommodation
TYPES OF HOUSING SUBSIDIES

PROJECT BASED SUBSIDY (PBV, PRA)
- Subsidy is attached to the unit & when the client moves out, the subsidy does NOT follow
- Some PHA’s allow clients to apply for a TBV once housed over a year.

TENANT BASED SUBSIDY (TBRA, TRA, TBV)
- Subsidy is attached to the client & follows them to any unit.
Clients who no longer need the level of CM services associated with the PSH project

Increases available vacancies within existing stock so that more of our vulnerable people experiencing homelessness can access supportive housing without having to wait for newly created units to come on line.

ELIGIBILITY:
Maintained in a PSH program for a minimum of twelve consecutive months & RRH for a minimum of nine months
Income Verification (clients with zero income are not eligible)
DMHAS Acuity Index has been completed within the last 30 days and household falls within the ‘Ideal Range’ in each of the 3 areas
Household must only be meeting the minimum case management requirements to sustain their housing
HMIS data will be reviewed based off length of time in PSH and offered to those clients as well, to ensure all clients are provided the opportunity
QUESTIONS?