

What do you need help with?

Search resources in Connecticut



Search

To find resources outside Connecticut, use your state's 211. **Find your local 211**



2-1-1 Navigator

Online Benefits Screener



Volunteer

Contribute your talents, energy
and time.



Housing Voucher

Register for Section 8 waiting
list.



United Way of Connecticut

Helping meet the needs of
Connecticut and its residents.

2-1-1

Connecticut

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United Way
of Connecticut



2-1-1 Overview

Brief overview of 2-1-1 in CT

Coordinated Access: The National Mandate & The CT System

Accessing Housing Resources in CT

Questions...

...and answers!

How does 2-1-1 help?

Our Expert Contact Specialists

Fielding contacts on the phone and online, 2-1-1 contact specialists address immediate needs, and find resources and services that help families and individuals get the help they need to get ahead.

Our Continuously Updated 2-1-1 Database

- ✓ **4,000** agencies offering **40,000** programs and services
- ✓ **450** eLibrary papers
- ✓ All resources fully updated at least once per year
- ✓ **6** full-time Resource Specialists
- ✓ Services indexed using standardized taxonomy from AIRS

With Support from United Ways and the State of Connecticut

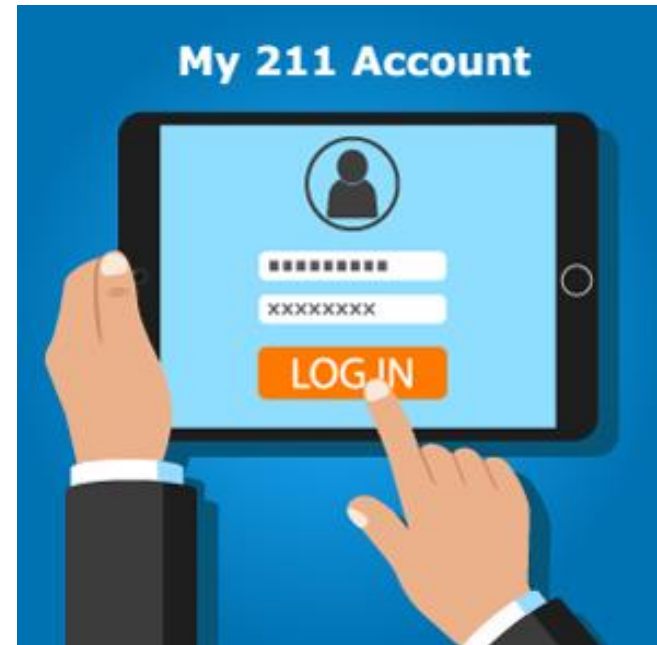
The State of Connecticut and local United Ways provide tremendous support to 2-1-1 through funding and by spreading the word about the services that we offer to everyone 24/7/365

- **2-1-1 Child Care** *(dial 2-1-1 and select option 2 and then option 2 <http://www.211childcare.org/>)*
helps families find child care programs that meet their needs
- **Care 4 Kids** *(dial 2-1-1 and select option 2 and then option 1 <http://www.ctcare4kids.com/>)*
state's child care subsidy program for low-income working families
- **Child Development Infoline** *(dial 2-1-1 and select option 2 and then option 3 <http://cdi.211ct.org/>)*
connects parents to services for children with suspected or diagnosed developmental delays; serves as intake for Birth to Three services
- **Youth Mobile Crisis Intervention Services** *(dial 2-1-1 and select option 1 and option 1 <http://www.empsct.org/>)*
central intake for crisis intervention for youth available 24/7/365
- **2-1-1 Housing** *(dial 2-1-1 and select option 3 and then option 1)*
coordinated access to housing and emergency shelter in Connecticut
- **2-1-1 Navigator** *(online benefits screener <http://www.211navigator.com/>)*
screens for potential eligibility for 23 federal and state assistance programs

***My 211 Account* enables community providers, case workers and individuals to create custom resource lists and care plans that can be saved, shared, implemented and updated as needed.**

My 211 Account makes it easier for Connecticut residents to:

- Create unlimited customized resource lists
- Save important resources to access at a later time
- Create subject-specific resource lists
- Share resource lists
- Print lists to distribute in a user-friendly format
- Email or text resource lists
- Copy a public link for sharing and embedding on other websites



2-1-1 Counts is a free, public online data dashboard that depicts 2-1-1 service request call data.

- 2-1-1 Counts can be used to establish trends and identify statewide and community specific needs by:
 - ZIP Code
 - Region or municipality
 - Senate, House or Congressional District
 - Age and gender
 - Custom time frame
- 2-1-1 Counts allows interested parties, stakeholders and decision makers to:
 - Analyze call data (as recent as yesterday)
 - Expose/address unmet needs
 - Study trends
 - Make comparisons
 - Conduct community needs assessments
 - Share information

Visit: <http://ct.211counts.org/>



How much help does 2-1-1 provide?

United Way
of Connecticut



In FY2019, 2-1-1 handled **261,682** calls from Connecticut residents with **339,457** requests for service.



2-1-1 Connecticut, Statewide | FY2019

Top 10 Service Requests

Housing and Shelter	91,668
Mental Health Services	36,867
Employment & Income	31,908
Utilities	30,802
Crisis Intervention and Suicide	29,321
Healthcare	27,374
Government & Legal	13,262
Food	11,327
Substance Abuse and Addiction	5,898
Clothing & Household	3,495
Disaster	2,297

The 2-1-1 website received nearly 1.7 million visits in FY2019.

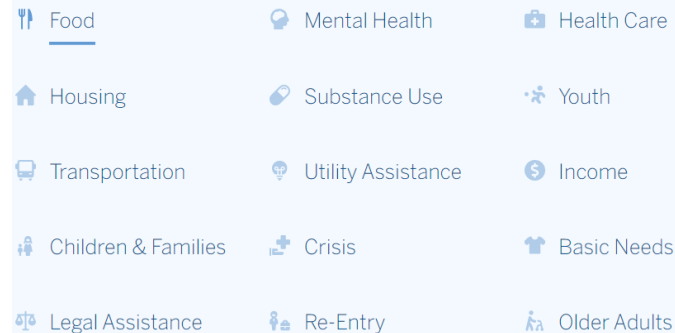


Search services or programs

ZIP code, city, or address

SUGGESTED SEARCH

- I need a place to stay tonight.
- I need help finding housing.
- I need help affording my apartment/home.
- I need to find a job.
- I need help paying my utility (gas/electric/heating fuel/water) bill.
- I need to know what kind of help I can get from the State of CT.
- I need food.



What do you need help with?

Search resources in Connecticut

Search services or programs

ZIP code, city, or address

Search

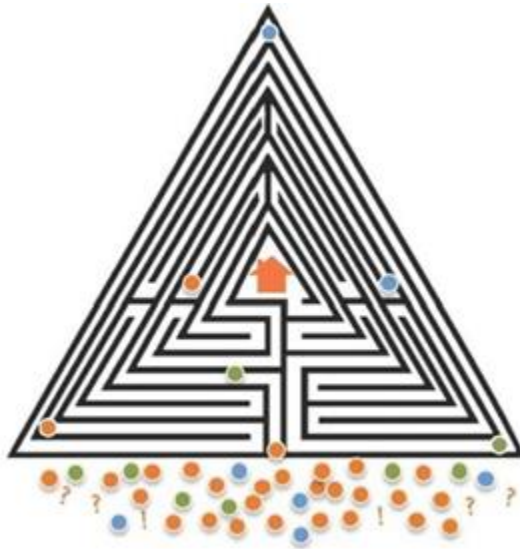
Coordinated Access is a HUD requirement

- **Under the HEARTH Act legislation, all Continuums of Care (CoC) are required to establish a Coordinated Access system which is comprehensive, accessible, and standardized**
 - Coordinated access is required for all HUD Emergency Solutions Grant (ESG) funded programs and for all Continuum of Care (CoC) funded projects
 - Applies to all shelter, rapid rehousing, prevention, transitional housing, permanent supportive housing funded by ESG or CoC
 - Participation in coordinated access is a requirement for all State of Connecticut funded Emergency Shelters, Rapid Re-Housing providers and Transitional Living Programs
 - Connecticut began implementation of this effort in 2014 and all phases were completed by January 2015.
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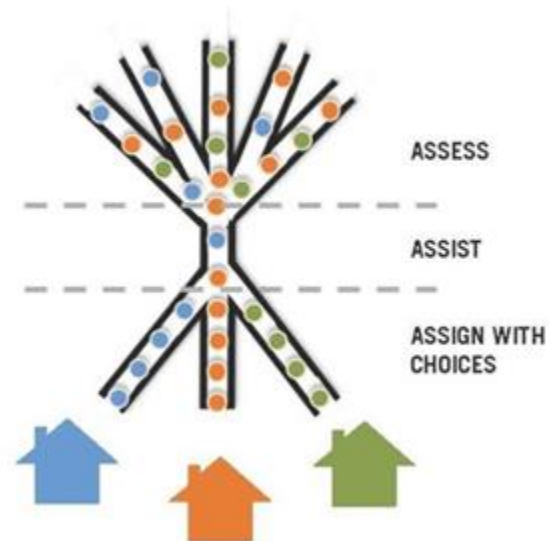
Systems Change

Increased coordination = better housing results

Without CA



With CA



Source: Home For Good, 2014

Coordinated Access

Coordinated Access paves the way towards ending homelessness

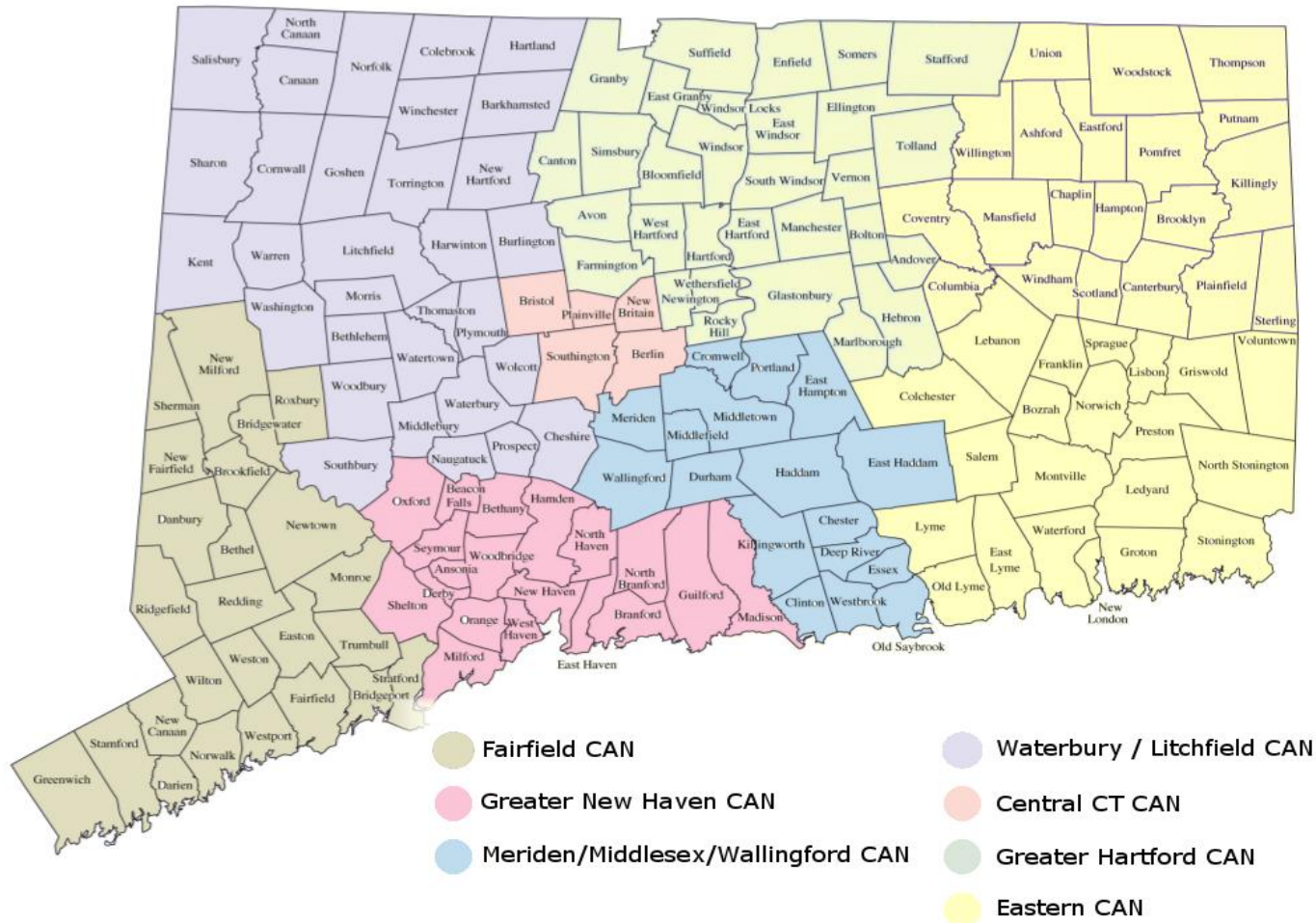
This system change helps communities to focus on rapidly ending each person's homelessness and connecting them with permanent housing as quickly as possible – shift focus of resources away from **'managing homelessness'**



Coordinated Access Networks

- **A Coordinated Access Network is a region** designated by the CT Department of Housing responsible for coordinated entry into shelter services
 - **Client-centric focus:** is at the core of the Coordinated Access. The goal of the system is for community resources to come together around the client
 - **CAN Collaboration:** providers within CANs will work together from the front door of shelter through housing resources to help each client exit homelessness.
 - **New Service Regions:** In order to help providers to come together around clients consistent with the geographic areas in which clients tend to travel the CT Department of Housing (DOH), CT Department of Mental Health and Addiction Services (DMHAS) and CCEH developed a map of eight Coordinated Access Networks (CANs).
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Coordinated Access Networks (CANS)



Coordinated Access Network Implementation

Accessible

Centralized access points



2-1-1: Provides prescreening, light diversion and scheduling entry appointments

Outreach/Shelters: Provide staffing of entry sites, shelter placement across providers, emergency placement, diversion and assessment

Standardized

Prioritized housing registry

Centralized, universal registry to match households to available housing resources

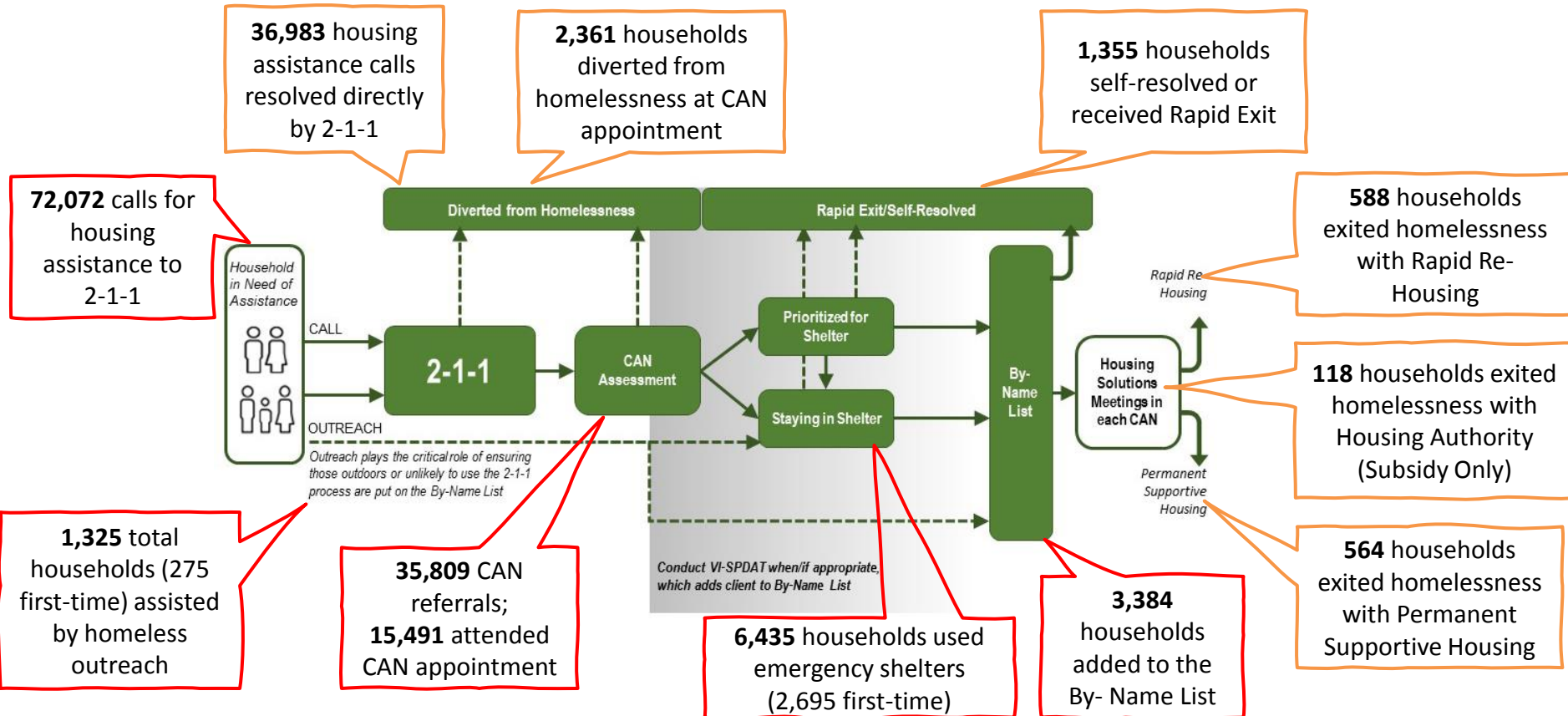
Comprehensive

Systems Response

Pooled supportive housing resources, agreed-upon barrier removal, cross-provider housing placement assistance, and systems improvement

CAN System Flow in FFY 2019

(Oct 2018 – Sep 2019)



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Housing Transactions and Service Requests by CAN Region

Reporting Period: July 1, 2018 through June 30, 2019

NOTE: Coordinated Access began its phased implementation on July 14, 2014 and has been fully implemented statewide since January 27, 2015.

CAN Region	Transactions	Service Requests*
Central CT	5,453	6,566
Fairfield	13,839	16,874
Hartford	19,821	23,895
Middletown/Meriden/Wallingford	4,847	5,769
New Haven	13,795	16,803
Northeast	2,003	2,318
Southeast	5,562	6,662
Waterbury	7,357	8,685
Unknown	687	787
STATEWIDE TOTALS	73,364	88,359

**Each transaction represents 1 or more service requests*

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Statewide Housing Service Requests

Reporting Period: July 1, 2018 through June 30, 2019 **Total Number of Requests:** 88,359

NOTE: Coordinated Access began its phased implementation on July 14, 2014 and has been fully implemented statewide since January 27, 2015.

Request Type	# Requests	Request Type	# Requests
CAN - Case/Care Management - At risk for Homelessness	48,313	Mortgage Payment Assistance	239
Housing Search and Information	14,522	Energy/Water Conservation Improvements	231
Low Income/Subsidized Rental Housing	7,689	Moving Expense Assistance	239
Rent Payment Assistance	6,113	Homebuyer/Home Purchase Counseling	134
Rental Deposit Assistance	5,722	Transitional Housing/Shelter	115
Homeless Shelter	1,852	Homeless Permanent Supportive Housing	113
Housing Authorities	963	Home Barrier Evaluation/Removal Services	104
Crisis Shelter	816	Subsidized Home Acquisition	74
Homeless Drop In Centers	430	HUD Approved Counseling Agencies	32
Home Rehabilitation Programs	370	Family Permanent Supportive Housing	7
Older Adult/Disability Related Supportive Housing	310	Veteran Homes	7

How much help does 2-1-1 provide?

In FY2019, 2-1-1 handled **2,933** calls from pregnant women in Connecticut. Of those there were **2,442** requests for housing services.

2-1-1 Connecticut, Statewide | FY2019

Top 10 Housing Service Requests

Coordinated Access Network	1,174
Housing Search & Information	500
Low Income/Subsidized Private Rental Housing	187
Rental Deposit Assistance	165
Rent Payment Assistance	154
Section 8 Housing Choice Voucher	85
Single Room Occupancy Housing	56
Homeless Shelter	32
Domestic Violence Shelter	26
Public Housing	23
Housing Authorities	18

Additional Housing Resources:

- ❖ [Housing Resources Category](#) (from 211ct.org)
- ❖ [Housing eLibrary papers](#)

Additional Resources for Pregnant Women & Families:

- ❖ [Children and Families Category](#) (from 211ct.org)
- ❖ [WIC](#)
- ❖ [Healthy Start](#)
- ❖ [Prenatal Care](#)
- ❖ [Community Clinics](#)
- ❖ [Food Stamps/SNAP](#)
- ❖ [TANF/TFA](#)
- ❖ [Pregnancy Counseling](#)

- ❖ [Child Development Infoline](#)
- ❖ [2-1-1 Child Care](#)

- ❖ [Children and Families eLibrary papers](#)
- ❖ [First Time Mothers eLibrary papers](#)

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