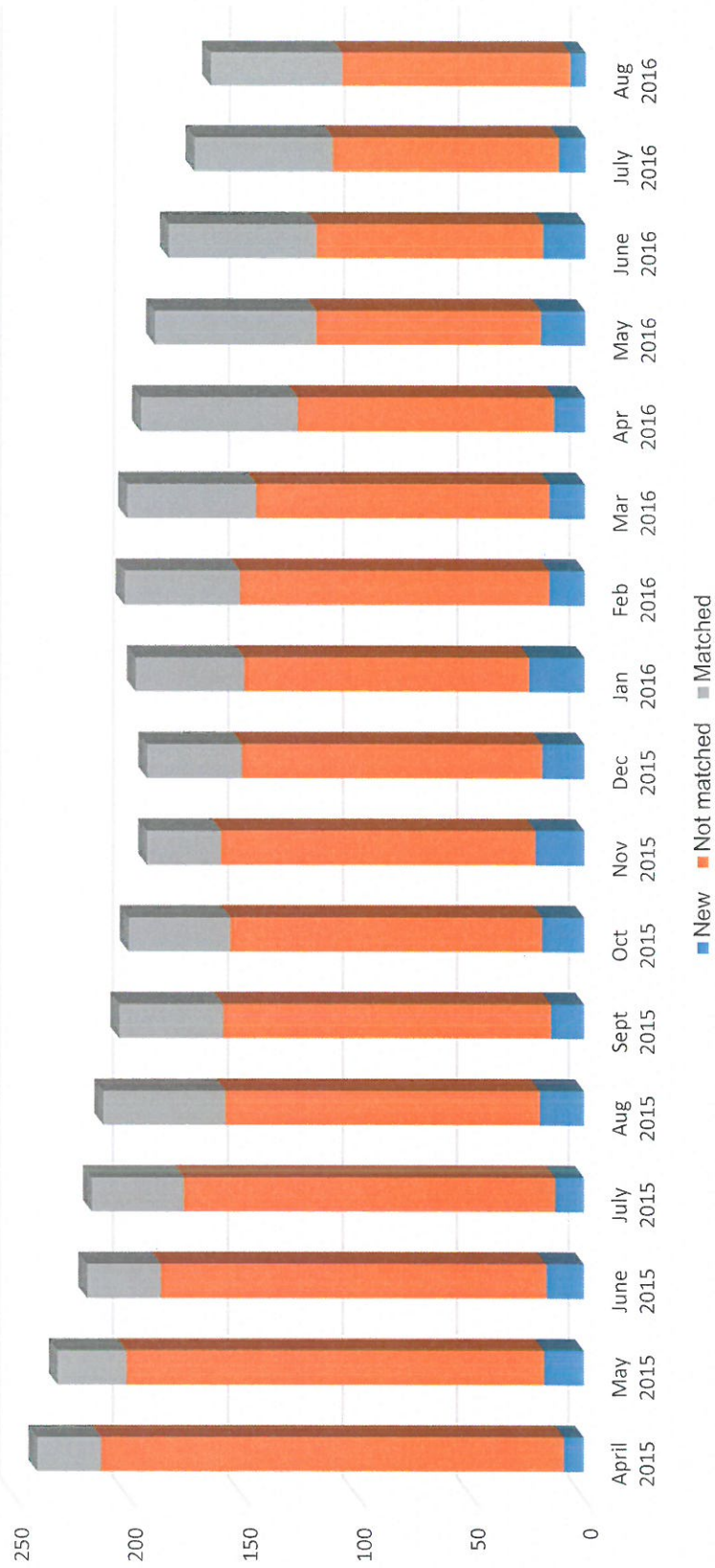


# JOURNEY HOME

Chronic Homelessness In Greater Hartford



Source: Journey Home Report, 10/12/16

**NON-Cold Weather Protocol (April 1 – November 31):  
Immediate Need: Standard Protocols**

**For families and individual women:** Families with children under 18 and individual women should call 211 to schedule a GH CAN assessment as soon as possible. Households in need of immediate shelter will be added to the shelter priority list at their CAN assessment. Alternately, homeless outreach workers may complete an assessment in the field for anyone sleeping outside or in places not meant for human habitation and add folks to the shelter priority list when they are encountered. Shelters call households on the shelter priority list as soon as shelter beds become available.

**For Individual Men:** Individual men should call 211 to schedule a GH CAN assessment as soon as possible. Households in need of immediate shelter will be added to the prioritized shelter priority list at their CAN assessment. Alternately, homeless outreach workers may complete an assessment in the field for anyone sleeping outside or in places not meant for human habitation and add folks to the shelter priority list when they are encountered. Shelters call households on the shelter priority list as soon as shelter beds become available.

**For Youth 18 and under:** Youth 18 and under should call 211. If 211 determines the youth needs shelter immediately, 211 should refer the youth to call The Connection Youth Referral/Hotline at 860-878-4042 or send an email to [youthoutreach@theconnectioninc.org](mailto:youthoutreach@theconnectioninc.org).

**Cold Weather Immediate Need Without No Freeze Center (December 1<sup>st</sup> – March 31<sup>st</sup>):**

In addition to the standard protocol above, from December 1<sup>st</sup> to March 31<sup>st</sup> there will be a Triage Center where households can visit between 4PM-8 PM, seven days a week (at Center Church's Warburton Room Resource Center, 60 Gold St., Hartford) to see if a shelter is currently trying to contact them, or to update their information. Households who present to the Triage Center without having called 211 yet will call 211 with staff while they add their information to the shelter priority list. From 8:00 PM to 8:00 AM, seven days a week, women or families who have not been contacted for available shelter and are planning to sleep outside should call 211 again. Women or families reporting that they will be staying unsheltered in the following towns: Andover, Bolton, East Hartford, East Windsor, Ellington, Glastonbury, Hebron, Manchester, Marlborough, Somers, Suffield, South Windsor, Tolland, Vernon should be directed by 211 to call Bryan Flint of Cornerstone Foundation for hotel or overflow shelter arrangements. (860) 670-0587) Women or families reporting they need shelter from Enfield should be directed by 211 to the Enfield People For People Warming Center at 383 Hazard Avenue in Enfield / **CONTACT INFO TO BE DETERMINED**). During the day there will be day shelters and other locations for households to stay to get warm between 8:00 AM-4:00 PM. (See daytime schedule attachment)

**For Individual Men:**

In addition to the standard protocols, from December 1<sup>st</sup> to March 31<sup>st</sup> there will be a Triage Center where households can visit between 4PM-8 PM (at Center Church's Warburton Room Resource Center, 60 Gold St., Hartford) to see if a shelter is currently trying to contact them, or to update their information. Households who are being contacted for shelter will be directed from the Triage Center to the appropriate shelter. If there are households left in the triage center who have not been directed to shelter beds yet, Center Church staff will work in partnership with Cornerstone Foundation and the Enfield Warming Center to accommodate individual men in additional pop-up warming centers or hotels, as funding permits. 211 will direct individual men calling from Andover, Bolton, East Hartford,

East Windsor, Ellington, Glastonbury, Hebron, Manchester, Marlborough, Somers, Suffield, South Windsor, Tolland, Vernon to Bryan Flint of Cornerstone for hotel arrangements. 211 will direct callers from Enfield to the Enfield People from People Warming Center 383 Hazard Avenue/ phone number to be determined. (See daytime schedule attachment)

### **Governor Severe Cold Weather Activation**

**For families and individual women:** In addition to the protocols above, when Severe Cold Weather Protocol has been activated by the Governor, additional pop-up warming centers will be available above and beyond shelter capacity. Asylum Hill Congregational Church (814 Asylum Avenue, Hartford) or St. Patrick's St. Anthony's (285 Church St., Hartford) will be open from 8:00 PM to 8:00 AM for single women and families when the governor has activated Severe Cold Weather. 211 will begin directing households to these locations as soon as Severe Cold Weather has been activated by the governor. When these pop up centers have been opened, all available space in the pop-ups will be filled before Center Church staff begins arranging hotel placements. (See daytime schedule attachment) Women or families reporting they will be staying unsheltered in the towns of Granby, Suffield, East Granby, Windsor, Windsor Locks, Canton, Simsbury, Avon, Farmington, West Hartford, Hartford, Wethersfield, Newington, or Rocky Hill will be directed by 211 to call Center Church (860) 310-5656 Ext. 104 for hotel arrangements as funding permits

**For Individual Men:** In addition to the protocols above, when Severe Cold Weather Protocol has been activated by the Governor, additional Pop-Up Additional pop-up warming centers will be available above and beyond shelter capacity. Asylum Hill Congregational Church (814 Asylum Ave., Hartford) will open for individual men when the governor has activated Severe Cold Weather from X:00 PM to X:00 AM 211 will begin directing households to these locations as soon as Severe Cold Weather has been activated by the governor. When these pop up centers have been opened, all available space in the pop-ups will be filled before Center Church staff begins arranging hotel placements. (See daytime schedule attachment) Women or families reporting they will be staying unsheltered in the towns of Granby, Suffield, East Granby, Windsor, Windsor Locks, Canton, Simsbury, Avon, Farmington, West Hartford, Hartford, Wethersfield, Newington, or Rocky Hill will be directed by 211 to call Center Church (860) 310-5656 Ext. 104 for hotel arrangements as funding permits

During the day, the following warming centers will also be opened when the governor activates severe cold weather from the hours of 8:00 AM – 4:00 PM:

North End Senior Center (80 Coventry Street, Hartford CT), South End Wellness Center (830 Maple Avenue, Hartford CT), Parkville Senior Center (11 New Park Avenue, Hartford CT), Hispanic Senior Center (45 Wadsworth Street, Hartford CT), Hispanic Health Council (175 Main Street, Hartford CT). (Also, see daytime schedule attachment.)





## GREATER HARTFORD COORDINATED ACCESS NETWORK (CAN) PLAN



All with a housing crisis call 2-1-1, dial 3, and then 1 to speak with a housing specialist.



Referrals to: Emergency Services, Domestic Violence Services, Veterans programs

Diversion to non-housing resources (benefits, utility assistance, etc.)

If the 211 operator cannot resolve the housing crisis over the phone, they will schedule GH-CAN Assessment Appointment

Everyone 2 days or less from homelessness

DV Victim

Served in the US Military

### CAN Assessment Appointment

Household meets with a trained homeless services staff person within 2 business days of calling 211. The staff person will first attempt to divert the household away from emergency shelter, as well as complete a VI-SPDAT (if applicable), Releases of Information, Referrals to Prevention and Rapid ReHousing Programs.

If clients are in immediate need of shelter, they will be added to the prioritized Shelter Waitlist (see the reverse for more information on prioritization). This is not a guarantee that they will be sheltered that night, as there are more people seeking shelter than there are beds.

### Domestic Violence Service Providers



### Veterans Programs

CRT and Veterans, Inc. for SSVF (Prevention and Rapid Rehousing)

VA for VASH and GPD programs, and other services



### Shelters

1. Shelter Intake in CT-HMIS
2. VI-SPDAT assessment (if not yet completed)
3. Case Management/ Document Ready

### Matching

Housing Referral Group

Matches openings with Universal Referral List (prioritization, eligibility, and other factors)

Contacts program

Program contacts client



### Housing

Market rate unsubsidized housing

Public housing, subsidized housing

Rapid Rehousing, Transitional Housing, Supportive Housing Programs



## GREATER HARTFORD COORDINATED ACCESS NETWORK (CAN) PLAN

### GH CAN SHELTER BED WAITLIST PRIORITIZATION CRITERIA

As of 5/19/16, all access to emergency shelter beds will be prioritized based on the criteria below in a shelter waitlist. In order to be added to the shelter waitlist, households must attend a GH CAN assessment appointment. Shelters will make 3 attempts to contact households before moving onto the next person on the list.

<b>Proposed Shelter Waitlist Prioritization Criteria</b>	
<b>Top Priority Individuals:</b>	<b>Top Priority Families:</b>
<ol style="list-style-type: none"><li>1. Unsheltered</li><li>2. Staying in a car</li><li>3. Doubled Up – Unsafe</li><li>4. Coming from DV shelter</li><li>5. In a hospital</li><li>6. Eviction/Foreclosure</li><li>7. In a hotel – paid for by third party</li><li>8. In a hotel – paid for by self/family</li><li>9. Doubled Up- Safe</li></ol>	<ol style="list-style-type: none"><li>1. Unsheltered</li><li>2. Staying in a car</li><li>3. Doubled Up – Unsafe</li><li>4. Coming from DV shelter</li><li>5. In a hospital</li><li>6. Eviction/Foreclosure</li><li>7. In a hotel – paid for by third party</li><li>8. In a hotel – paid for by self/family</li><li>9. Doubled Up- Safe</li></ol>
<b>Tiebreakers:</b>	<b>Tiebreakers:</b>
<ol style="list-style-type: none"><li>1. Chronically Homeless</li><li>2. Pregnant</li><li>3. Elderly (62+)</li><li>4. Physical Disability</li><li>5. Needs access to medicine</li><li>6. Mental Health Disability</li><li>7. Elderly (55+)</li></ol>	<ol style="list-style-type: none"><li>1. Chronically Homeless</li><li>2. Pregnant 2-3<sup>rd</sup> trimester</li><li>3. Elderly (62+)</li><li>4. DCF Involvement</li><li>5. Children younger than school age</li><li>6. Children: school age</li><li>7. Physical Disability</li><li>8. Needs access to medicine</li><li>9. Mental Health Disability</li><li>10. Elderly (55+)</li></ol>





## 211 Coordinated Access October 2016 Data Report

### Average Wait Time Coordinated Access Data Reporting Period: October 2016

**Time Frame:** 9am - 5pm  
(Includes Saturday and Sunday)

Month	Average	Median
October	2.42 minutes	1.92 minutes

**Time Frame:** 9am - 5pm (Monday - Friday)

Month	Average	Median
October	2.69 minutes	2.27 minutes

**Time Frame:** 4pm - 8pm  
(Includes Saturday and Sunday)

Month	Average	Median
October	1.58 minutes	1.13 minutes

**Time Frame:** 4pm - 8pm (Monday - Friday)

Month	Average	Median
October	1.99 minutes	1.77 minutes

### Longest Call Delay\*

Month	Housing Crisis English Queue	Housing Crisis Spanish Queue
October	28.71 minutes	24.05 minutes

*\*note this represents 1 call and the length of time that client waited.*

### Average Call Time for Clients Who Speak with a Contact Specialist

Month	Housing Crisis English Queue	Housing Crisis Spanish Queue
October	8.34 minutes	11.58 minutes

**Hartford Coordinated Access Network**

**Reporting Period: October 2016**

**Hartford CAN Housing Service Requests: 2,124**

**Hartford CAN Housing Transactions: 1,865**

Reporting Period: 10/1/16 - 10/31/16		
Town	Housing Service Requests	Housing Transaction Requests
Andover	2	2
Avon	2	2
Bloomfield	29	24
Bolton	4	3
Broad Brook	1	1
Canton	6	5
East Granby	3	3
East Hartford	144	118
East Windsor	3	3
Ellington	9	7
Enfield	53	44
Farmington	3	3
Glastonbury	15	13
Granby	1	1
Hartford	1516	1356
Hebron	2	2
Manchester	129	107
Marlborough	2	2
Newington	16	13
North Granby	1	1
Rockville	0	0
Rocky Hill	9	8
Simsbury	0	0
Somers	6	4
South Glastonbury	2	2
South Windsor	9	8
Stafford	2	1
Stafford Springs	8	6
Staffordville	0	0
Suffield	5	4



## Why do landlords like being a Housing Partner with The Greater Hartford Coordinated Access Network (GH-CAN)?

Prospective Tenants and Landlords gain several benefits from being a Housing Partner. Consider the following advantages:

- ✓ Tenants Who Are Supported: These tenants will have supports specifically designed to assist the household to comply with its lease. For some tenants this will be time-limited services, to assist with the transition into housing and learning how to be a good tenant and neighbor. Other tenants may need permanent supports, and each housing program provides those ongoing services as well, according to each housing program's guidelines. These housing stabilization support services include in-person or phone/email check-ins with both client AND the landlord at least twice in the first 30 days. GH-CAN support service staff are available to the landlord for any concerns that arise as needed.
- ✓ Guaranteed Rent Payments. Rental assistance is provided according to each program's guidelines. Direct deposit is available for some programs to ensure that rental subsidies are received on time. The tenant's support services team will be available to assist the tenant to ensure payment of the tenant's portion of the rent.
- ✓ Risk Reduction Fund: Our experience is that our tenants do not, on average, carry a greater risk than other tenants. Even so, if a GH-CAN tenant causes more damages than the security deposit or insurance will cover, Journey Home will pay up to \$1000 of additional funds in damages (after the security deposit and insurance have been used).
- ✓ Communication: Journey Home will be available to facilitate communication between the landlord and agency services staff as needed. Journey Home is available to help connect the landlord to contacts at GH-CAN agencies, or other partner agencies that can provide technical assistance.
- ✓ Reduce Advertising Costs. By partnering with the GH-CAN, and sending information to Journey Home about unit openings, Journey Home will distribute this information to the GH-CAN housing programs, so that landlords can quickly fill vacancies without the need to pay for advertising.
- ✓ Obstacle Prevention. Our service teams conduct regular home visits to ensure that tenants are stabilized in their new environments, that their jobs are going well, and that they are getting the support they need. Regular follow up with tenants allow us to identify and address any issues early on before they become irreparable. Our housing case managers also encourage landlords to come to them with any concerns they have regarding their tenants in their housing programs so that proactive measures can be taken early on. Housing Case managers are a resource for landlords and their program participants.
- ✓ Satisfaction from Helping Others. SOCIAL JUSTICE SUSTAINABILITY/MORAL SUPPORT/INDEPENDENCE Everyone deserves a safe and affordable place to live. Some people make mistakes and everyone deserves a second chance. By helping our tenants, you are playing an integral role not only in helping individuals take charge of their lives, but also in making your community a better place to live.
- ✓ Public Acknowledgement of participation at annual appreciation event, as well as promotion on Journey Home website and marketing materials.

## Greater Hartford Coordinated Access Network – Risk Reduction Fund

### Program Overview

The Risk Reduction Fund recognizes the investment of landlords who are willing to help individuals in need of affordable housing and is intended to reduce the risk that can be associated with housing some households. The program offers participating landlords reimbursement for short-term vacancies and minor repairs to a unit that is rented to a Greater Hartford Coordinated Access Network (GH-CAN) tenant who receives rental assistance. The effort helps preserve the investment of a participating landlord while ensuring safe, affordable housing for households in need.

### Eligibility Requirements

The landlord must be participating in the Greater Hartford Coordinated Access Network (GH-CAN), have leased the unit to a GH-CAN-referred chronically homeless tenant, and continue to allow placement of the GH-CAN tenant in the same unit, or have accepted a new GH-CAN tenant into the unit. (See details below.) ALL reimbursement claims must have occurred after November 1, 2016 and within the 1<sup>st</sup> year of lease only. Claims for damages caused by “normal wear and tear” are not eligible. Claims are only eligible for the unit which the tenant has leased.

### Risk Reduction: DAMAGES

- 1. The inspection may be waived for claims under \$100 to cover small damages or minor repairs.**
- 2. Property damage claims exceeding \$100, but not more than \$1000 for a unit will be reviewed on a case-by-case basis.**

Eligible Unit ‘damages’ may include: Interior wall gouges and holes; damage to doors and cabinets including their hardware; carpet stains or burns; cracked tiles; broken windows, damage to minor household fixtures such as disposal, toilet, sink, sink handle; ceiling fans, and lighting fixtures. Other damages beyond normal ‘wear and tear’ may also be considered for reimbursement.

Landlords pay to make repairs first and then apply for reimbursement. Reimbursement is not guaranteed. To apply for reimbursement incentives of any amount Journey Home must confirm landlord and tenant participation in the GH-CAN. Upon confirmation of participation, Journey Home will need to receive a copy of the HQS move-in inspection and satisfactory descriptions and documentation, including before repair and after repair pictures, and copies of repair receipts for labor or materials to Journey Home. Properly submitted claims will be reviewed within 2 business days from receipt of claim. Journey Home will pay up to 100% of damages costs incurred, above and beyond what is recouped by the landlord from deposits or insurance. Payments up to \$100 may be given without inspections. Payments up to \$1000 for a unit would require an inspection. A post repair inspection will be conducted prior to payment for claims over \$100.00.

Eligible claims will be reviewed by Journey Home using the following criteria:

- Property damage incurred after November 1, 2016, after the unit was leased to the tenant and within the 1<sup>st</sup> year of the lease;
- Property damage was caused as a result of a GH-CAN tenant’s occupancy.
- Damage to property exceeds normal wear and tear;
- Damage expenses are not reimbursed by deposit or insurance;
- Damage fund covers only expenses related to the unit the covered tenant has leased.
- Copies of at least two estimates as well as receipts will be required for damages claims.

**Risk  
Reduction:  
HOLDING FEE**

1. Unit Holding Fee: There are circumstances where an applicant is identified but cannot complete an application before a unit is ready to lease. The Risk Reduction Fund would pay a fee of \$200 for up to 14 days and \$400 for up to 30 days, if a **GH-CAN referred** applicant has begun the application process AND the GH-CAN agency staff requests funds be paid to hold a unit. This fee is available only if a landlord has already approved an applicant and is committed to holding the unit for this tenant, but the applicant is not available to sign a lease for other reasons.

Eligible claims will be reviewed by Journey Home using the following required documents:

- a) Lease to a referred GH-CAN tenant signed after Nov. 1, 2016 submitted to Journey Home
- b) Written confirmation of approved tenant application and commitment to hold unit for the tenant and date of unit availability submitted to Journey Home
- c) Written request submitted to Journey Home by GH CAN Agency staff

**Risk  
Reduction:  
UNPAID RENT**

1. Unpaid Tenant Rent: After a GH-CAN tenant moves out or is evicted, reimbursement of any uncollected **GH-CAN referred** tenant portion of rent during the period of occupancy, not to exceed \$1,000, minus the security deposit, or payment from Security Deposit Guarantee Program. (This does not apply to abatement, liens, or third party payments.)

Eligible claims will be reviewed by Journey Home using the following documents:

- a) Lease to referred GH-CAN Program tenant signed after November 1, 2016
- b) Documentation that the GH-CAN tenant has not paid rent
- c) Documentation of efforts made to collect rent
- d) Documentation of deposit funds applied to unpaid rent, or receipts documenting how deposit funds were used if not applied toward unpaid rent, or lease showing no deposit was paid (if applicable)
- d) Lease to new GH-CAN tenant or written confirmation of approved tenant application and commitment to hold unit or equivalent unit for the new GH-CAN tenant and date of unit availability

2. Abandoned Unit Payment: Reimburse the rental assistance amount (not including **GH-CAN referred** tenant portion of rent) for rent during the remaining lease period after tenant abandonment, or until the unit is re-rented, whichever is sooner, not to exceed \$1,000, minus the security deposit, or payment from Security Deposit Guarantee Program, minus any program payment for which this is an eligible expense.

Eligible claims will be reviewed by Journey Home using the following criteria:

- a) Lease to referred GH-CAN referred tenant (that abandoned unit) signed after November 1, 2016;
- b) Rental Assistance Payment Agreement for unit housing GH-CAN referred tenant signed after November 1, 2016;
- c) Copy of lease documenting move-in date and lease end date;
- d) Documentation of timely notification to the GH-CAN Agency staff that the unit was abandoned;
- e) Documentation of date unit was vacated by GH-CAN referred tenant;

- f) Documentation that unit remained vacant for duration of time covered by Abandoned Unit Payments.
- g) Lease to a new GH-CAN tenant or written confirmation of approved tenant application and commitment to hold unit or equivalent unit for the new GH-CAN tenant and date of unit availability

**Risk Reduction:  
HIGH UTILITY  
BILL**

1. High Utility Bill: If a landlord has included all utilities in the cost of the rent, and a GH-CAN-referred tenant abuses the utilities, resulting in an extraordinarily high cost utility bill to the landlord, reimbursement for the cost over the normal utility amount can be sought by the landlord, not to exceed \$500.

Eligible claims will be reviewed by Journey Home using the following criteria:

- a) Current utility bill
- b) Documentation on prior years utility bills for the same occupied unit or equivalent occupied unit
- c) Lease to the current GH-CAN tenant or written confirmation of approved tenant application and commitment to hold unit or equivalent unit for a new GH-CAN tenant and date of unit availability.
- d) Other relevant documentation as appropriate

**Note:** Risk Reduction Fund eligibility requirement, benefits and processes may change over time. The Risk Reduction Fund benefits and processes may change, expand, or end, depending on funding availability. Participating landlords will be notified of any changes to the Risk Reduction Fund implementation. Any changes will apply to leases signed on or after the date of updated Risk Reduction Fund guidelines. Contact the Journey Home for the latest guidelines for the Risk Reduction Fund. Contact Journey Home at 860-808-0336 to become a participating landlord. Risk Reduction Claims Forms and other forms can be found on Journey Home's website at [www.JourneyHomeCT.org](http://www.JourneyHomeCT.org).