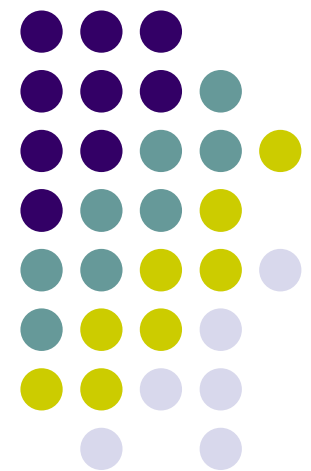


Southeastern Connecticut Ten Year Plan to End Homelessness

Third Year Implementation
Accomplishments and
Challenges

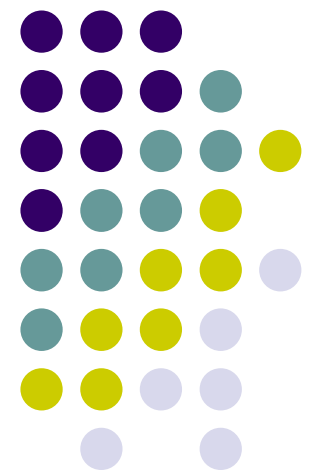




Overview of Presentation

- Accomplishments and Challenges of Sub-Committees:
 - Emergency Needs Committee
 - Norwich and New London Community Care Teams
 - Employment & Income Committee
 - Housing Committee
 - Homeless Prevention and Rapid Re-Housing Program Update
- From Homeless to Housing
- Questions and Answers

Emergency Needs Committee



Existing Shelter Capacity - New London County



| | | <u>Capacity</u> | |
|---------------------------------|-----------------|-----------------|----------------|
| Shelter Name | Location | Family | Singles |
| Covenant Shelter | New London | 3 units | 14 beds |
| Homeless Hospitality Center | New London | | 50 beds |
| MASH | Mystic | 5 units | |
| Norwich Emergency (Winter only) | Norwich | | 20 beds |
| Reliance House | Norwich | | 8 beds |
| TVCCA | Norwich | 45 beds | |

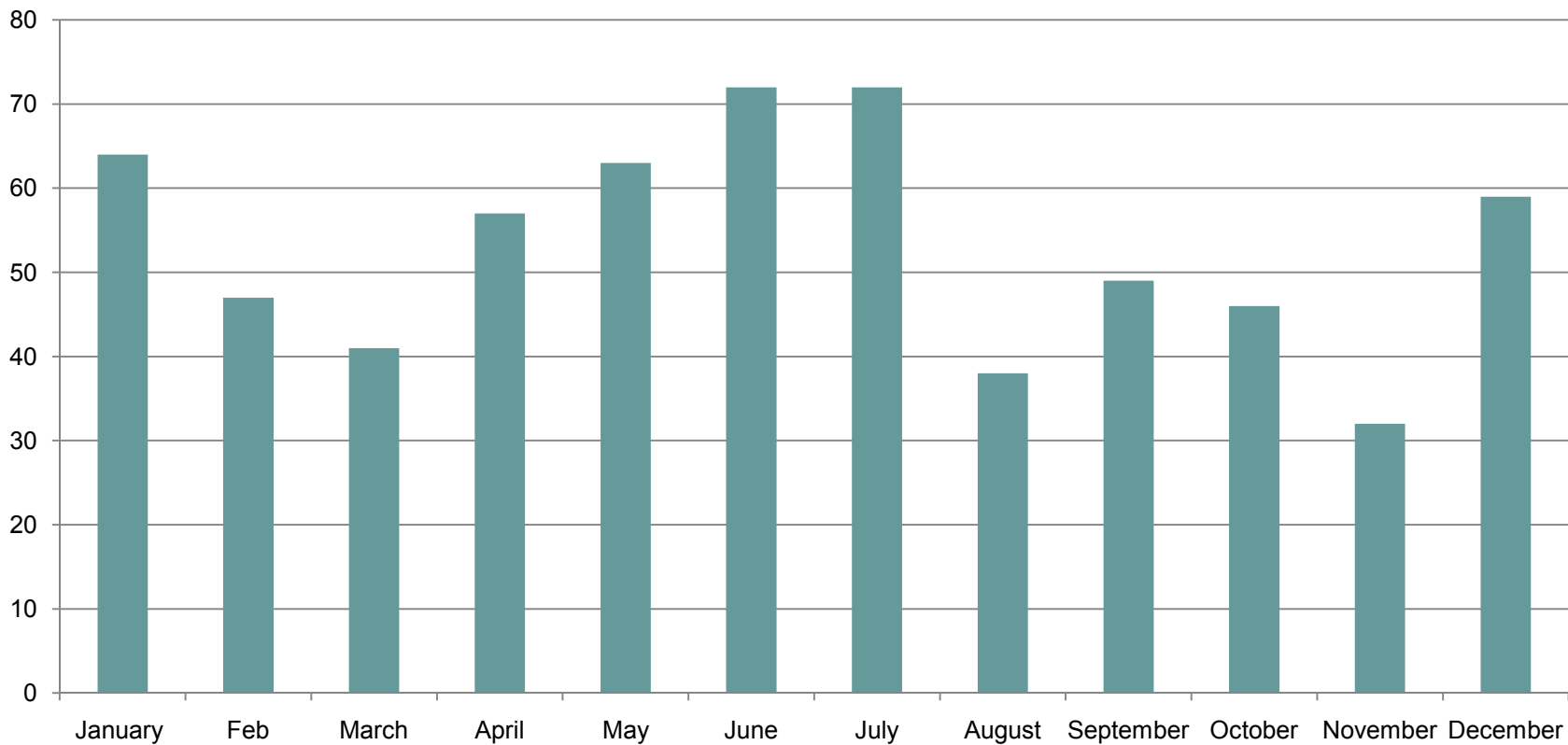
Demand - Covenant Shelter

“Turned away”

(Includes both family and singles)



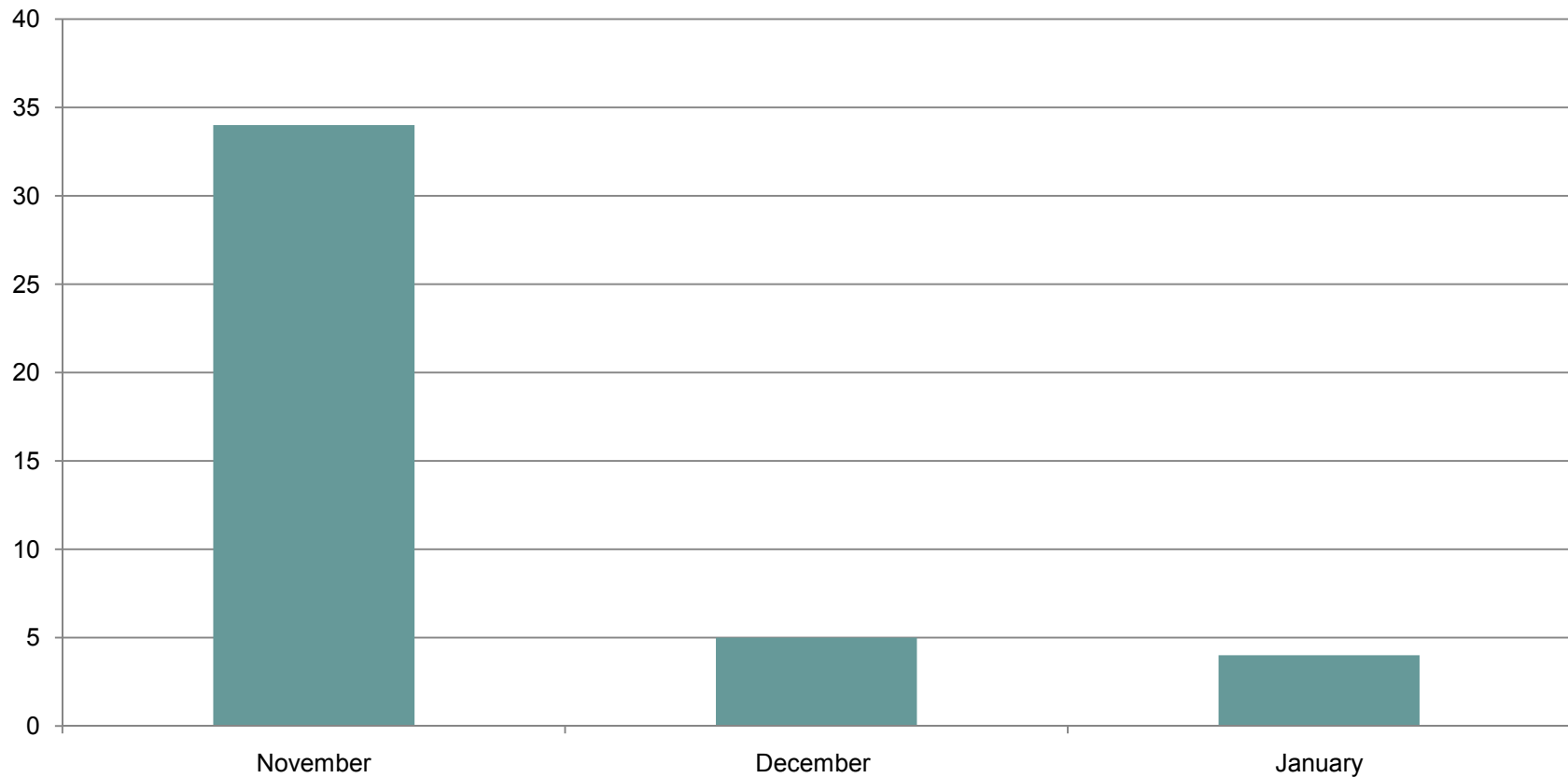
Covenant Shelter
Shelter Inquiries Turned Away Due to Lack of Space



Demand: New Enrollments - Norwich No Freeze



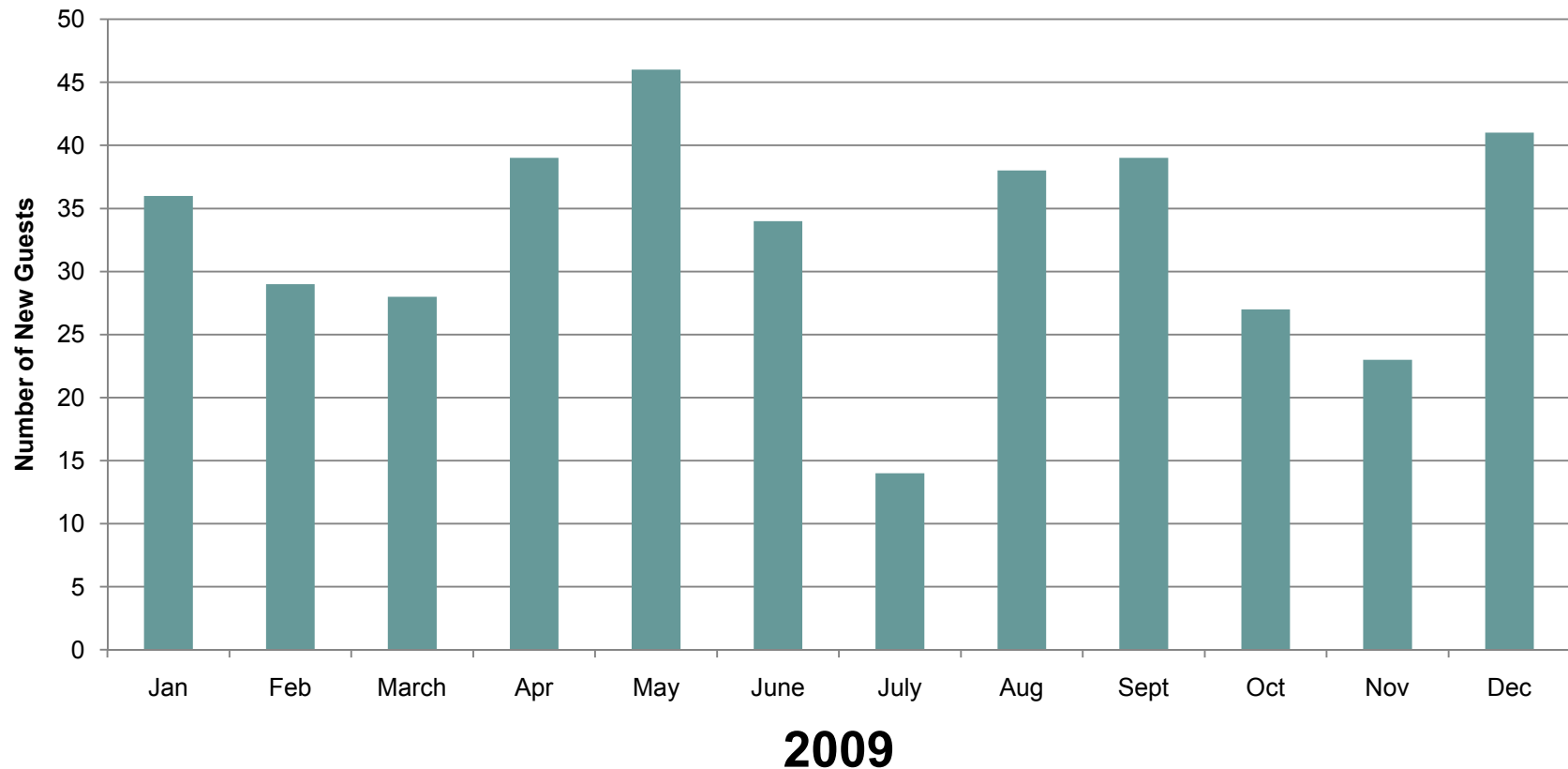
New Intakes Norwich No Freeze



Demand: New Intakes - Homeless Hospitality Center



New Intakes at the Homeless Hospitality Center



Last Town of Residence Reported by New Guests at the Hospitality Center 10/2008-3/2009



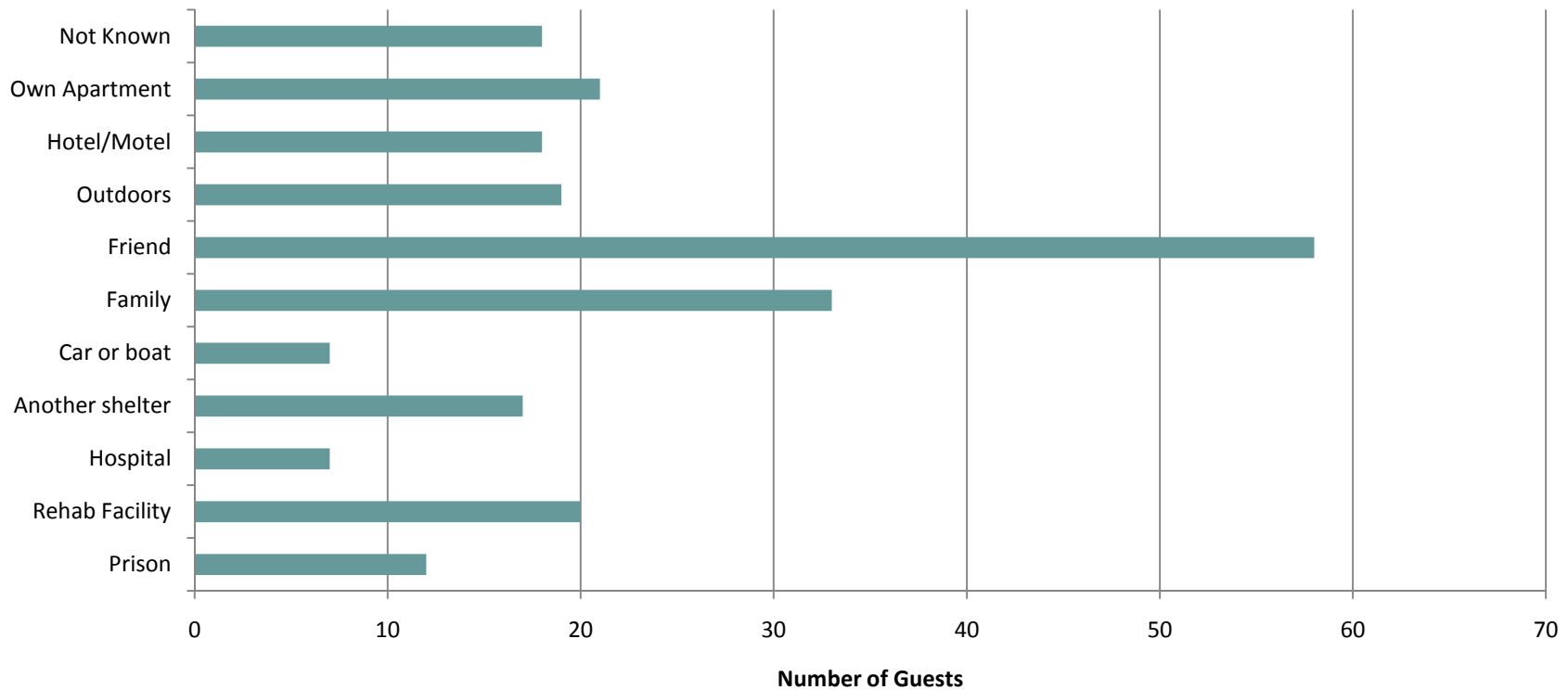
| | | | |
|--------------------------------------|----|--------------|------------|
| <u>Last Town of Residence</u> | | | |
| Colchester | 1 | Old Saybrook | 1 |
| Dayville | 1 | Pawcatuck | 2 |
| East Lyme/Niantic | 8 | Plainfield | 1 |
| Groton | 31 | Preston | 1 |
| Jewitt City | 1 | Putnam | 1 |
| Ledyard | 2 | Salem | 1 |
| Lyme | 1 | Shelton | 1 |
| Middletown | 1 | Taftville | 4 |
| Montville | 2 | Uncasville | 3 |
| Moosup | 2 | Voluntown | 1 |
| Mystic | 2 | Waterford | 5 |
| New London | 86 | Westerly RI | 3 |
| North Stonington | 1 | Willimantic | 4 |
| Norwich | 29 | other CT | 18 |
| Oakdale | 1 | outside CT | 11 |
| | | Not known | <u>5</u> |
| | | Total | 230 |

Note: Norwich winter emergency shelter was open during much of this time.

Where Did You Stay Right Before You Came To Us?



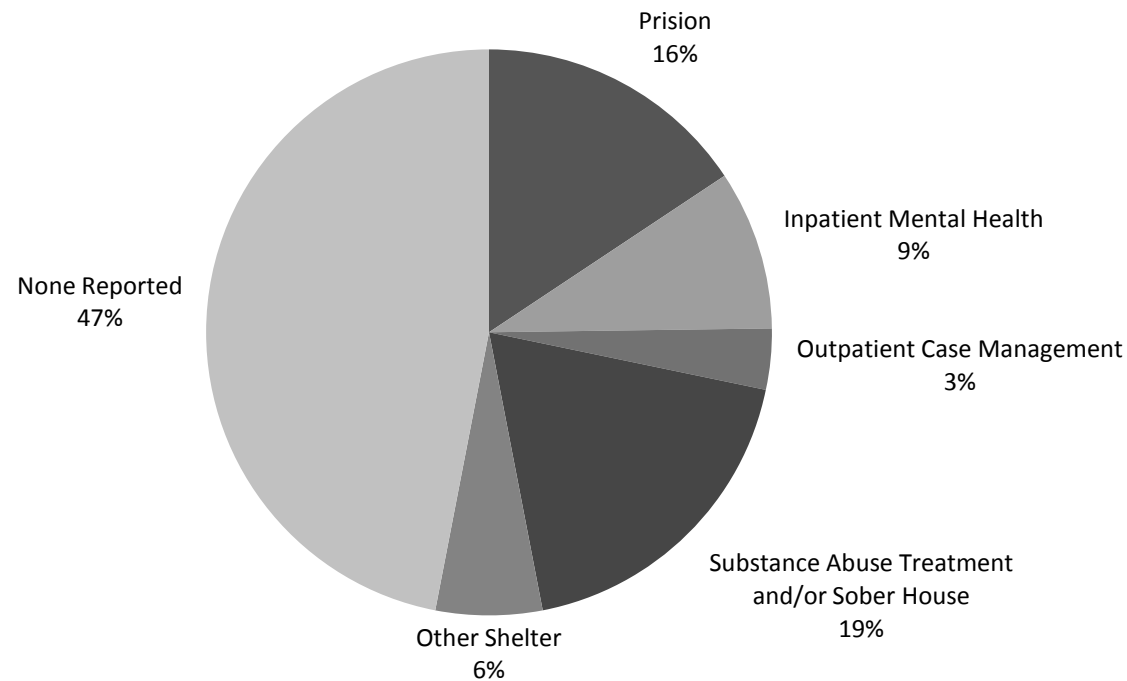
New Guests Interviewed at the Hospitality Center
between
10/1/2008-3/31/2009
Total=230



Prior Institutional Engagement



New Guests Interviewed at the Hospitality Center
between
10/1/2008-3/31/2009
Total=230



The length of shelter use varies greatly

We need solutions tailored to these differing needs



- Of Guests who used the HHC shelter:
 - Stayed over one year = 10%
 - Stayed 51 days to one year = 20%
 - Stayed 15 days to 50 days = 20%
 - Stayed 1 day to 14 day stay = 50%

Our Regional Approach to Winter Shelter



- Shelters with fixed capacity accept individuals and families up to their capacity.
- New London Homeless Hospitality Center serves as the no-freeze alternative for single individuals in our region.
 - Committed to accepting all adults in need of shelter.

No-Freeze Commitment Can Only Work if Shelter Demand is Managed Intensively

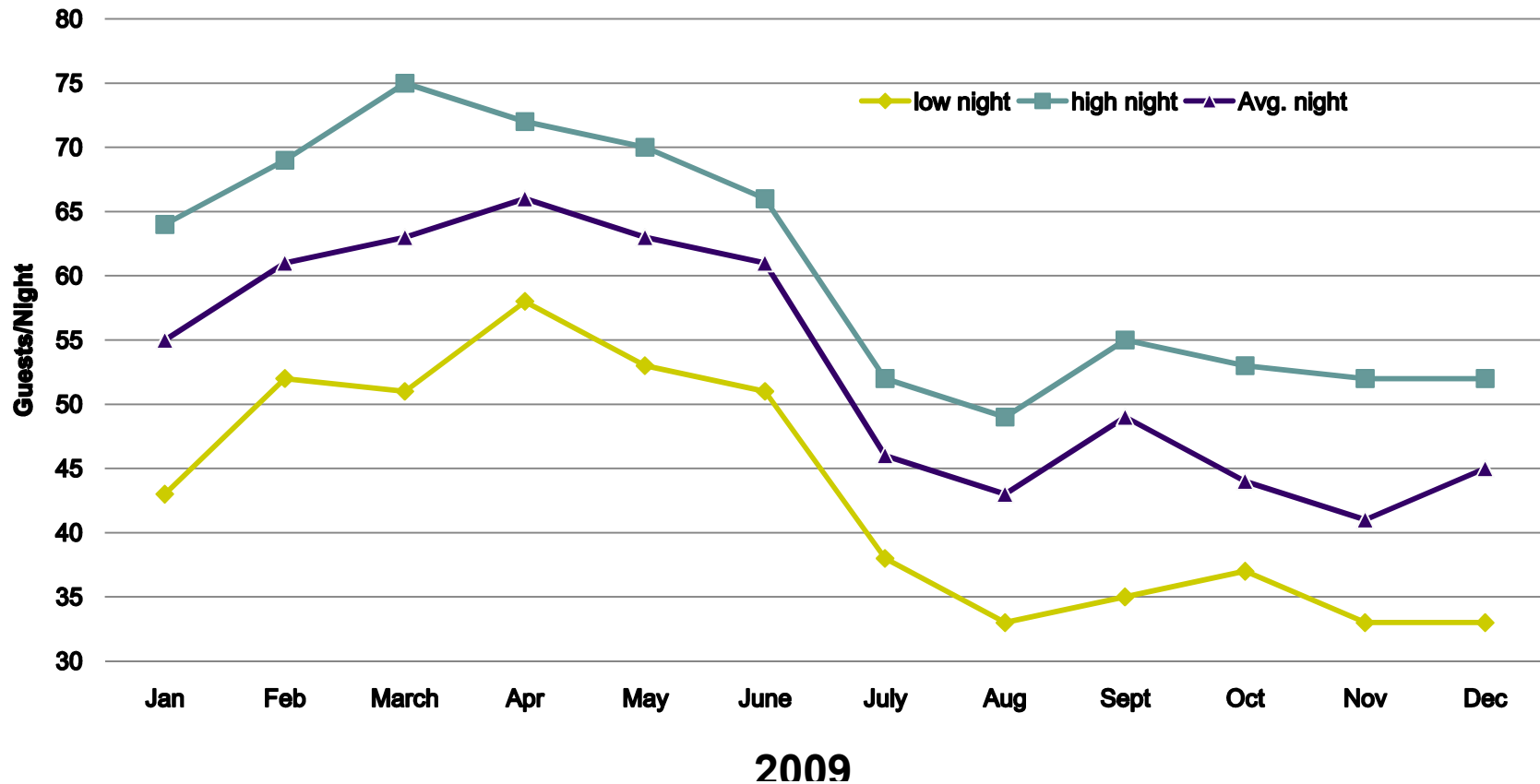


- Providing relocation assistance to people who have housing elsewhere.
- Accessing housing supports available through the Southeastern Mental Health Authority.
- Moving people to permanent housing as quickly as possible.
 - Housing location support
 - Federal Homelessness Prevention and Rapid Re-housing funds
 - Homeless Hospitality Center Housing Savings Accounts

Intensive, Coordinated Management is Keeping Utilization Manageable at HHC

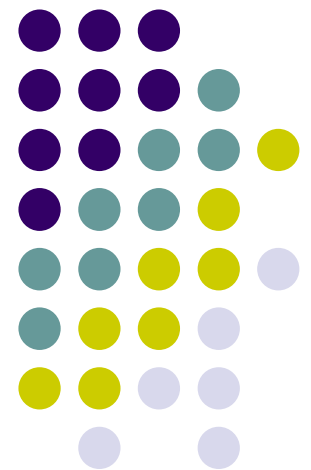


Night Time Shelter Usage



Norwich and New London Community Care Teams

Community organizations working
together to provide a safe plan for our
homeless guests





The Safety Net

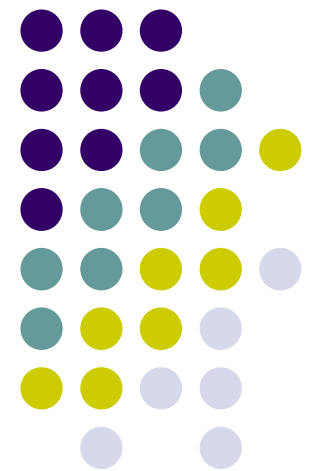
- Team members meet weekly to discuss those in the shelters who face the most difficult and chronic issues involved in their homelessness
- Ongoing education for team members occurred as needed:
 - H1N1 and Seasonal Flu Plans
 - Money management and payee issues
 - Spiritual needs for homeless
 - Working with landlords
 - Communicating with the Department of Corrections

Through the Community Care Team Efforts:



- 208 people have found housing locally
- 32 found housing outside of the area
- 49 moved to transitional housing
- 96 secured SAGA, food stamps
- 3 secured SSI
- 68 entered substance abuse treatment
- 3 participated in employment support programs
- 16 entered into Intensive Case Management

Employment and Income Committee



SOAR



- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) are disability income benefits administered by the Social Security Administration (SSA) that generally also provide either Medicaid and/or Medicare health insurance to individuals who are eligible. Accessing these benefits is often a critical first step in recovery.
- For people, who are homeless with mental health problems that impair cognition or who are returning to the community from institutions (jails, prisons or hospitals), access to these programs can be extremely challenging. The application process for SSI/SSDI is complicated, detailed, and often difficult to navigate. Typically, about 10-15 percent of individuals who are homeless have these benefits.

SOAR



- SSI/SSDI Outreach, Access and Recovery (SOAR) is a strategy that helps states to increase access to SSI/SSDI for people who are homeless or at risk of homelessness through:
 - Strategic planning
 - Training
 - Technical assistance
- SOAR currently works in 34 states and Los Angeles County and has success rates on initial application of 70 percent compared to the usual 10-15 percent for applicants who are homeless.

SOAR



- Participating agencies in New London County:
 - Hospitality Center – New London
 - Reliance House – Norwich
 - Catholic Charities- Norwich

SOAR



- **National SOAR Outcomes – Spring/Summer 2009**
 - **Policy Research Associates, Inc. December 1, 2009**
- **CT Initial SSA Disability Decisions**
 - Total # Decisions **25**
 - Total # Approved **18**
 - Allowance Rate **72%**
 - Avg. Time to Decision (in days) **58**
- **Nation Initial SSA Disability Decisions**
 - Total # Decisions **4,386**
 - Total # Approved **3,158**
 - Allowance Rate **71%**
 - Avg. Time to Decision (in days) **89**

SOAR



- **Allowance Rate on Initial Applications:**
 - SSA allowance rates in CT 36%
 - SOAR allowance rates in CT 87%

SOAR



- Initial Applications - New London County
 - New London Hospitality Center
 - 11 filed,-2 allowed, 2 pending initial decision, 1 pending hearing. Over \$10,000 retroactive benefits paid to 2 individuals
 - Reliance House
 - 16 filed. 0 initial allowances, 8 pending a hearing
 - Catholic Charities
 - 3 filed, 0 initial allowances
- Some of these numbers are not captured in the state data in the previous slide, as appeals are not counted in the SOAR model, but the organizations above are taking on the appeals as well.



2009 Employment Update

- Employment Initiative in Norwich
- Southeastern Mental Health Authority (SMHA) Vocational Staff hold open house in Norwich once per week for anyone to come to SMHA for vocational support.
- Local Private non-profits have dedicated staff to work with homeless outreach and employment.

2009 Employment Update



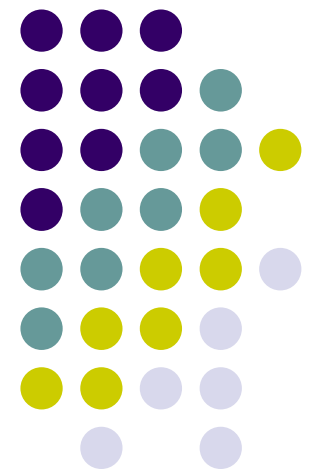
- Southeastern Employment Services has dedicated staff to join New London Hospitality Center with Department of Labor (DOL) and Bureau of Rehabilitation Services (BRS).



Employment Next Steps

- Streamline employment services in New London and Norwich to provide services for the homeless.
- Development of a committee that includes all of the agencies providing employment services to develop a plan to work with the homeless.

Housing Committee





Housing Committee

- Production Goals:
 - Total units over 10 years = 704
 - 564 new units through development and rehabilitation
 - 140 units through existing housing
 - (specifically prioritize 148 for chronically homeless)

| Year | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | Total |
|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------------|
| Goal | 49 | 55 | 50 | 55 | 50 | 55 | 125 | 150 | 58 | 57 | 704 |
| Outcome | 57 | 1 | 2 | | | | | | | | 60 |

- Housing Created During 2009:
 - DMHAS Shelter Plus Care Program: Created (1) Extra Unit
 - Reliance House Inc Next Step Initiative: Created (1) Extra Unit
- Other Efforts to Create Supportive Housing Units in 2009:
 - Housing for Health (3) Units through the Super NOFA CoC Application
 - Veterans Administration -18 Next Step Units Jewett City
 - Developer Set Asides – (5) Different projects Total (62) Units
 - Working with Center for Housing Innovations (CHI)

SECT Supportive Housing Inventory



| Agency | Program | # Single Units | # Family Units | Total # Units |
|--|--------------------|----------------|----------------|---------------|
| Alliance for Living | Supportive Housing | 13 | 2 | 15 |
| Bethsaida Community, Inc. | Flora O'Neil Apts. | 4 | 2 | 6 |
| Reliance House, Inc. | PILOTS Development | 4 | 0 | 4 |
| Reliance House, Inc. | Next Step | 20 | 0 | 20 |
| Sound Community Services, Inc. | PILOTS Development | 13 | 0 | 13 |
| Sound Community Services, Inc. | Next Step | 10 | 0 | 10 |
| Southeastern Mental Health Authority | Shelter Plus Care | 30 | 12 | 42 |
| Thames River Community Service, Inc. | Next Step | 0 | 9 | 9 |
| Thames Valley Council for Community Action | Supportive Housing | 25 | 25 | 50 |
| Thames Valley Council for Community Action | Next Step | 9 | 0 | 9 |
| The Connection, Inc. | PILOTS Development | 0 | 6 | 6 |
| Women's Center of Southeastern Connecticut | PILOTS Development | 0 | 7 | 7 |
| Grand Total # Units | | 128 | 63 | 191 |

Norwich/New London Universal Screening Committee for Supportive Housing



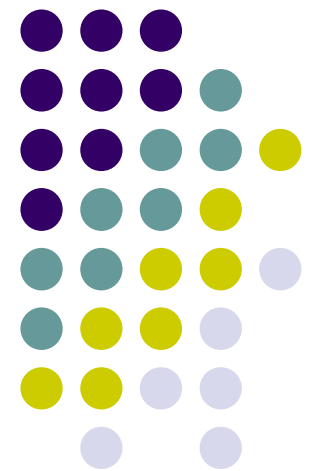
- Implemented universal referral process for all supportive housing programs.
 - # Participating SH Providers = 9 Agencies
 - # Participating SH Programs = 13 Programs
 - # Screening Committee Members = 30
 - # Referrals Since October 2008 = 163
 - # On wait List for Singles = 203
 - # On Wait List for Families = 66
 - # Singles Housed = 50
 - # Families Housed = 16

National Objectives/Standards on Homelessness



- Objective #1: Increase percentage of homeless persons staying in permanent housing over 6 months to at least 77%.
 - Regional Outcome: 97%
- Objective #2: Increase percentage of homeless persons moving from transitional housing to permanent housing to at least 65%.
 - Regional Outcome: 67%
- Objective #3: Increase percentage of homeless persons employed at program exit to at least 20%.
 - Regional Outcome: 30%

Homeless Prevention and Rapid Re-Housing Update



Homeless Prevention and Rapid Re-Housing Program



- Funding Source:
 - Federal stimulus dollars from H.U.D. via CT DSS
- Scope of Services:
 - Homeless Prevention: Working with families and individuals still in community housing, but in danger of eviction.
 - Rapid Re-Housing: Families and individuals in emergency shelters trying to return to the community.

Homeless Prevention and Rapid Re-Housing Program



- Award Amount to Region 3:
 - State Oversight:
 - Department of Social Services (DSS): Granting and reporting agency.
 - Connecticut Coalition to End Homelessness (CCEH): Provides HPRP training, support around the HMIS data management system, and coordination of regional activity.
 - 211: Prescreen potential applicants to HPRP and provide referrals for immediate needs and crisis intervention.
 - Local Administration:
 - TVCCA (Lead Agency/Fiduciary)
 - Northeastern CT: WRCC, Inc., The ACCESS Agency, The Windham No Freeze Shelter and Holy Family Shelter.
 - Southeastern CT: Catholic Charities, NL Homeless Hospitality, Thames River
 - Community Service, Inc and CT Legal Services.

Homeless Prevention and Rapid Re-Housing Program



- Referral Process: All data reflects the program period of October 1, 2009 to December 31, 2009.
 - # of Referrals/Calls: In excess of 600.
 - # of Persons Served: 84 Households
 - Expenditure to Date: \$130,770.10
 - Balance to Date: Difficult to say...the budget for the first year is \$183,812, but.....we are to keep spending as long as there is need and \$'s.

Homeless Prevention and Rapid Re-Housing Program



- Program Impact on Region:
 - The dollars in our region have been spent mostly on prevention cases. It is hoped that the assistance money will lead to the following results:
 - Fewer people seeking shelter services.
 - A dramatic decrease in time spent in shelter.
 - Fewer homeless as reflected in the regional Point-In-Time count.
 - A decrease in evictions.
- HPRP assistance has been requested because of job loss, injury and illness, foreclosure of homeowners and landlords, and sudden loss of income. The funds have brought stability to families and individuals facing the very real threat of having no place to be.

From Homeless to Housing



- The personal story of Stacy Tatarewicz

Questions and Answers

