

211 Housing Crisis Line

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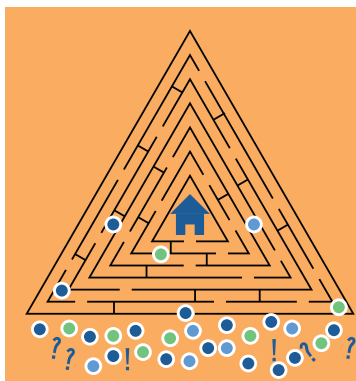
Connecticut

At the end of the phone line, there is a compassionate Housing Crisis Specialist saving a life, transforming a family, or changing a community...one phone call at a time.

The 211 contact center and 211ct.org are unique assets to Connecticut residents, our communities, and our many partners – serving as a “one stop shop” to help Connecticut residents make 1.8 million connections to services and benefits that meet their urgent needs and improve their lives.

Call 211 and select option 3 to reach the Housing Crisis Line 7 days a week 8am - 4pm.

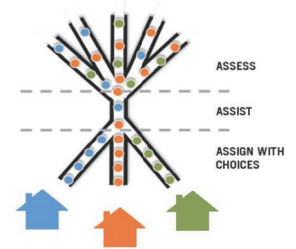
Coordinated Access to Homeless System Resources



Before Coordinated Access anyone experiencing homelessness had to navigate the complex web of resources alone.

NOW

Coordinated Access brings together multiple resources so the programs do the work of coordinating – not clients.



Since 2014, 211 has been the single front door to Connecticut's Coordinated Access Networks for housing and homelessness resources.

211 Housing Crisis contact specialists:

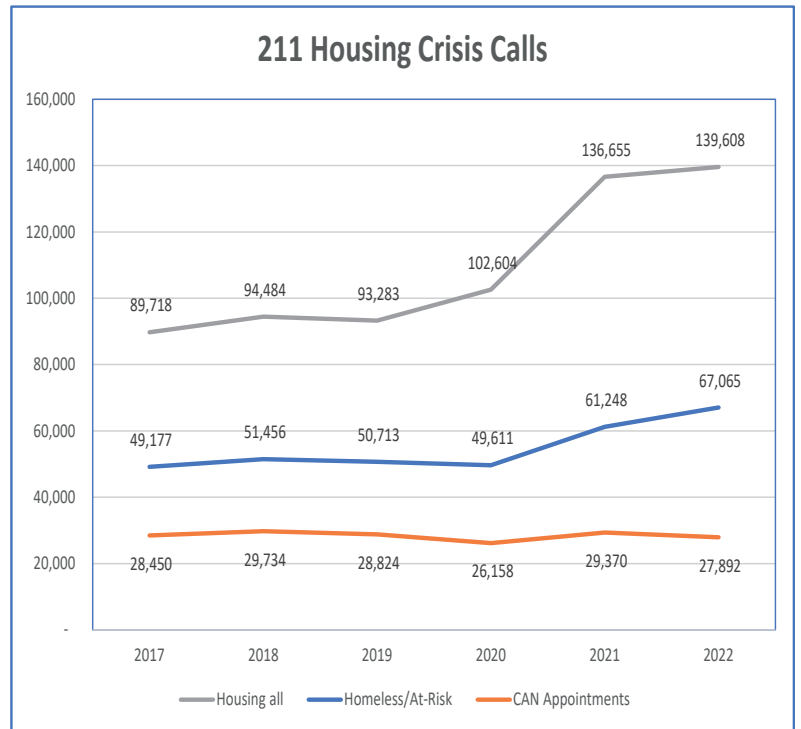
- 1 Assess** a caller's needs and housing situation.
- 2 Address** a caller's crisis if possible, with basic needs assistance (food, income, behavioral health, and others).
- 3 Problem-solve** to identify next step and access community resources and natural supports to resolve the situation.
- 4 Connect** the caller to an intake appointment for shelter and homeless services, if eligible.



HOUSING CRISIS DEMAND OUTSTRIPS CAPACITY

Calls to the 211 Housing Crisis Line have ticked sharply upwards.

- Nearly half of callers identify themselves as **homeless or at-risk of homelessness**.
- Many callers are **not eligible** for emergency shelter/homeless resources per the federal Department of Housing and Urban Development's rules.
- The 211 Housing Crisis team **works with callers to problem-solve and access community resources if they are not eligible for shelter/homeless services**.



HOUSING CRISIS DEMAND OUTSTRIPS RESOURCES

The 211 Housing Crisis Line lost capacity to help callers with housing crises when COVID surge funding ended.

211 Housing Crisis Line shifted hours of operation from 24/7 to 8am - 4pm in November 2022 in order to concentrate staff during the hours callers are most likely to seek help.

An annual investment of \$1.8 million would return the Housing Crisis Line to 24/7 and fund individualized crisis services during Extreme Cold Weather Activations. Most callers will have an average 15-minute hold time.



RESOURCES NEEDED

26 Housing Crisis Specialists are needed to restore 24/7 coverage.

FY24 Funding Status	Amount	Staff	Source
Anticipated	\$709,000	7	Department of Housing
Request	\$1.1 million	19	CCEH Legislative Agenda
Total	\$1.8 million	26	

If you have questions or would like to discuss this fact sheet, please contact:

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For additional information, visit 211ct.org.