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.

<table>
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<tr>
<th>FY24 Funding Status</th>
<th>Amount</th>
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<th>Source</th>
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<tr>
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<td><strong>Total</strong></td>
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26 Housing Crisis Specialists are needed to restore 24/7 coverage.

If you have questions or would like to discuss this fact sheet, please contact:
Amy Casavina Hall | United Way of Connecticut | 860-541-5828 or Amy.CasavinaHall@ctunitedway.org
For additional information, visit 211ct.org.