Coordinated Access organizes how homeless services are provided, maximizes resources, creates system efficiencies, and helps people resolve their homelessness quickly. Connecticut’s Homelessness Response System consists of 7 Coordinated Access Networks (CANs) that have led to regional cooperation and incredible success.

The Need

Currently, CANs rely on the Department of Housing’s discretionary use of Community Investment Account proceeds for funding. As an emergency response system, a more stable and permanent funding source is needed to support its infrastructure. Without funding, thousands of Connecticut residents would be put at immediate risk of homelessness every year.

The Solution

The state should provide an additional $2.3 million in DOH’s Housing/Homeless Services line to provide critical staff infrastructure support to CANs and 211.

Impact

In FY2021, 211 resolved 43,993 of 89,541 calls related to housing. 211 referred 45,548 calls to CANs. Of the 23,024 CAN appointments that were attended, 9,442 (41%) appointments resulted in diversion from shelter with security deposits, rental assistance, mediation, and services.

Since 2012, the number of people utilizing Connecticut’s shelter system has decreased by 57%. CANs are crucial to keeping families out of shelter, reducing costs in the homeless response system and increasing housing stability for CT families.