

Connecticut's Community Resource Coordinator Program



The Program

The Community Resource Coordinator (CRC) program is a public-private partnership that draws on the strengths and connections of community based organizations. The program relies on state, federal, local and philanthropic contributions to assist residents during the COVID-19 pandemic.

CRCs work with providers and service organizations to help individuals access needed supports in order to self-isolate or quarantine. This might include ensuring access to food, temporary housing, or income support for those in need.

The state has partnered with five regional community based organizations to run this program. These organizations hire local CRCs who know their communities to ensure individuals get access to what they need quickly.

Contact Tracers, CRCs, and Service Providers

Everyone who is a part of this program has a distinct role that is critical to connecting people with programs and services they need.

- **Contact tracers:** Contact tracers conduct a needs assessment as a part of their conversation with an individual, and may refer them to a CRC.
- **CRCs:** After a referral, CRCs connect those who need support with service providers, or when appropriate, provide resources themselves.
- **Service Providers:** Service providers can support those who need resources like food, housing, or monetary support in coordination with CRCs.

Visit ct.gov/coronavirus for more information about COVID-19 in Connecticut

Municipal and Local Resources

We know that municipalities are working hard to make sure that their residents have what they need to self-isolate or quarantine, and get through this crisis together. Nothing the CRC program does should replace any of that work. Rather, CRCs will serve as a connection between individuals who need support and services that may be provided by the municipality. The goal is to get people what they need faster, and CRCs can help.

State Support Programs and Services

In addition to support from municipalities and non-profit organizations, the State of Connecticut continues to do everything it can to fill gaps in community services for residents. Examples of programs and services resulting from State efforts are:

- **COVID kits:** COVID kits with needed supplies like thermometers, pulse oximeters, and masks are available for those who need to monitor their symptoms.
- **Housing support:** Along with other housing related services, the State is supporting short-term hotel options, at least through the end of the calendar year. This is for those who can't safely self-isolate quarantine at home.
- **4-CT Cash Cards:** 4-CT has provided funding for cash cards that can support some basic expenses of those who need to miss work due to self-isolation or quarantine, and may not be eligible for unemployment insurance.
- **Food assistance:** With the support of 2-1-1 and local community teams, there are a number of food availability options through partnerships with food banks and companies like DoorDash.

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Making a Referral to a CRC

During a contact tracing call, a contact tracer will conduct a brief needs assessment with the individual in order to find out what additional support they need to self-isolate or quarantine. If the individual needs additional support, the contact tracer can submit a referral to the CRC on the individual's behalf through Connecticut's contact tracing system, ContaCT, if certain criteria are met:

- The individual lives in the State of Connecticut.
- The individual (or their parent or guardian) consents to be connected with a CRC.
- The individual identifies at least one unmet need.
- The referral to a CRC is made within the individual's self-isolation or quarantine period.

The Organizations

The state is contracting with one organization in each region to facilitate the Community Resource Coordinator program. The organizations are:

- **Region 1 (Lower Fairfield County):** Southwestern CT Agency on Aging (SWCAA)
- **Region 2 (Greater New Haven):** Gilead Community Services, Inc.
- **Region 3 (Greater Hartford):** Community Renewal Team (CRT)
- **Region 4 (Eastern Connecticut):** Thames Valley Council for Community Action (TVCCA)
- **Region 5 (Western Connecticut):** New Opportunities, Inc.

The organizations were chosen as a result of a request for proposals from organizations that had strong relationships within the communities they serve.

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