

## ***Rapid Re-Housing at Scale in Connecticut: New London Homeless Hospitality Center Pilot Program***

Rapid Re-Housing is a promising approach to end certain cases of homelessness. Rapid Re-Housing provides targeted financial assistance and short-term services to individuals and families in emergency shelters who need temporary assistance to secure and retain housing. Rapid Re-Housing does not meet the needs of every person who experiences homelessness, but is an important option for many who have relatively low barriers to independent housing.

In this CT Coalition to End Homelessness (CCEH) Brief, we report on the experience of New London Homeless Hospitality Center's implementation of Rapid Re-Housing at a scale substantial enough to have several important and positive effects on clients and the shelter. Through this pilot, NLHHC:

- Re-housed relatively large numbers of shelter clients over a short period of time;
- Shortened average length of time clients were homeless in this shelter; and
- Reduced shelter census substantially over the period of at-scale implementation.

Rapid Re-Housing freed up shelter beds, reduced shelter overcrowding, freed staff time to provide more intensive service for those with greater needs, and allowed those rehoused to escape homelessness more quickly.

### ***New London Homeless Hospitality***

New London Homeless Hospitality Center (NLHHC) is the largest shelter for single adults in New London County, which accounts for approximately 10% of Connecticut's homeless population. In February 2012, NLHCC accessed special funding through the Connecticut Health and Educational Facilities Authority (CHEFA) and the New London County Fund to End Homelessness that allowed for a pilot Rapid Re-Housing program based on national best practices.

### ***Program Implementation***

NLHHC targeted for rapid re-housing all shelter clients with income who did not have long-term disabling conditions and/or the history of chronic homelessness that would indicate a need for more intensive resources, such as permanent supportive housing.

***Episodic and one-time homelessness is a significant part of the problem. Many cases of homelessness are the result of limited income, a changing labor market and even bad luck. We need a system that includes short-term interventions to help this group cope and get back on their feet. Rapid rehousing is the number one tool in this effort.***

***– Rev. Cathy Zall, NLHHC***



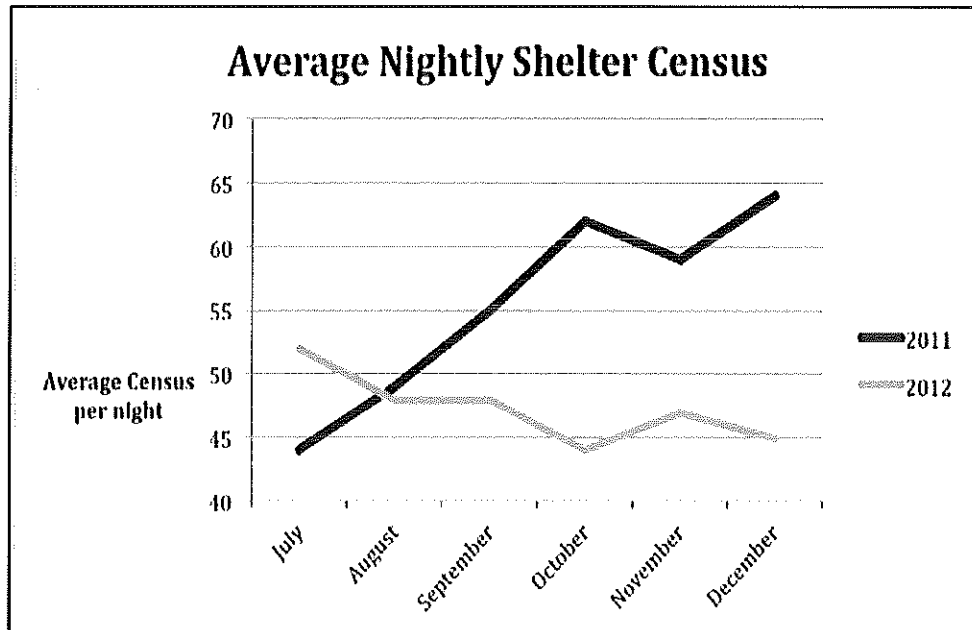
Shelter staff engaged clients in planning for re-housing as soon as possible after entry to shelter. A dedicated housing coordinator identified housing options and advocated for clients with landlords. Financial assistance was provided to alleviate the need for long shelter stays that typically occur while very low-income individuals try to save enough money to cover the security deposit and first month's rent required by most landlords. Average total financial assistance per client was just under \$1,000. NLHHC made available follow-up case management to those who sought such assistance, but did not require follow-up services.

### ***Program Outputs and Outcomes***

**Number served:** Over a five-month period, New London Homeless Hospitality Center re-housed fifty-three (53) individuals who had been homeless and in shelter.

**Shelter Census (Figure 1):** Before the Rapid Re-Housing initiative was initiated, the July 2012 nightly shelter census was almost 25% **higher** than the year before. During the period of rapid rehousing program implementation, the nightly shelter census was reduced well **below** the average nightly census for the same period in the previous year without any other changes in shelter admissions policy. With rapid re-housing, the shelter was able to meet the annual increase in winter shelter demand without being forced to open overflow beds.

**Figure 1: Average Nightly Shelter Census Year over Year comparison**

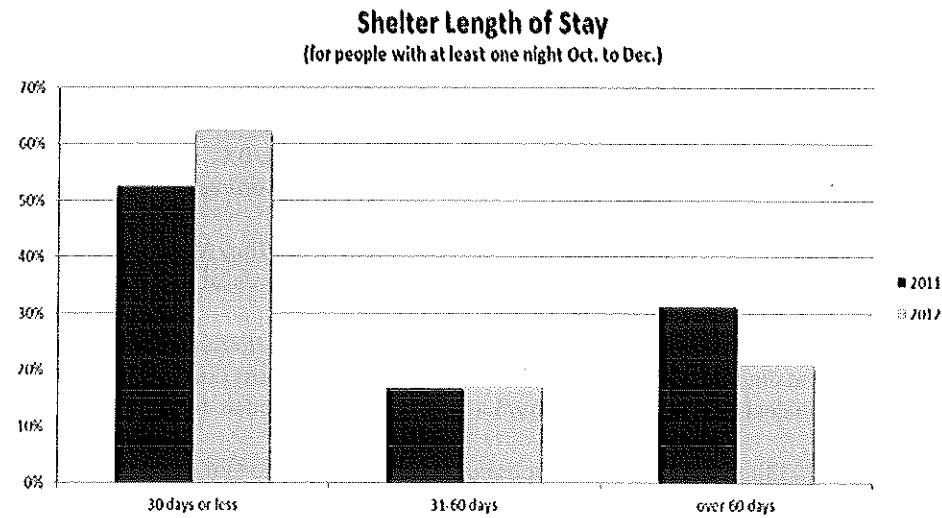


Source: New London Homeless Hospitality Center, 2012



**Length of Stay:** Length of stay for single adults decreased compared to the previous non-program year. As Figure 2 shows, during implementation of the program, the number of those who remained homeless and in shelter more than 60 days dropped by more than 10 percentage points, while the number of those sheltered less than 30 days increased by more than 10 percentage points.

**Figure 2: Length of Stay as Impacted by Rapid Re-Housing**



Source: New London Homeless Hospitality Center, 2012

***Did those re-housed stay housed?***

Consistent with national data and Connecticut’s previous experience with Rapid Re-Housing, (*Where Are They Now? Three Years Later, Did Rapid Re-Housing Work in Connecticut?* CCEH Brief, October 2013), the great majority of clients re-housed through the NLHHC intensive RRH pilot (more than 70%) had not returned to homelessness approximately one year after re-housing.

***Conclusion***

The Reverend Cathy Zall, Executive Director of NLHHC, said that for participants in the program, “We know that housing is the answer to homelessness. Rapid Re-Housing allows guests with income to get back into housing much more quickly. This in turn means a greater ability to maintain employment, improved health, and a higher quality of life.”

For the shelter, Rapid Re-Housing reduces shelter length of stay, freeing up beds for others in need. An additional benefit of the program: by helping those who could exit homelessness through Rapid Re-Housing to do so as quickly as possible, NLHHC was able to free up case management resources to help those who needed more intensive assistance and support.



## Further Reading

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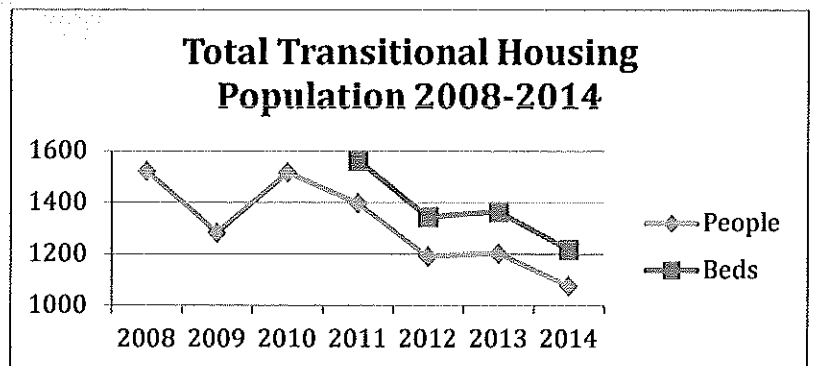
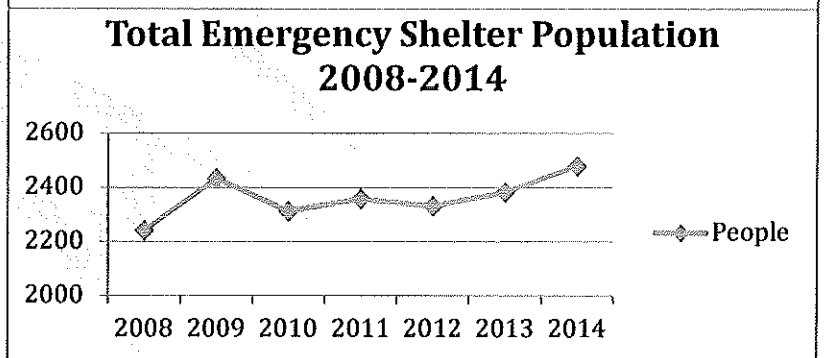
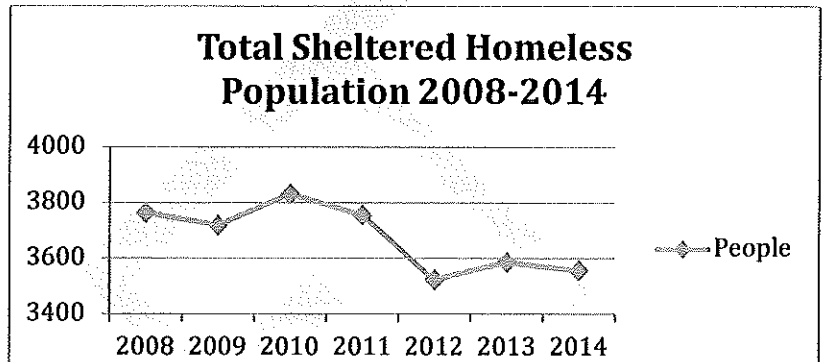
## CT PIT 2014 Summary and Comparisons\*

**Preliminary data from the CT Point-in-Time Count 2014 shows Connecticut’s total homeless population staying nearly level with 2013.**

The total sheltered homeless population stayed about the same as 2013, with a decrease of .8 % from 2013 to 2014. Census in Connecticut’s emergency shelter on the night of the count, however, increased 4.1 % in 2014. This may be the result of the particularly cold weather on the night of the 2014 count.

Regardless of that increase in the emergency shelter census, the small decrease in the total PIT count can be attributed to the 10.5 % decrease in people homeless in transitional housing programs, consistent with the decrease in available transitional housing beds.

**Veteran Homelessness:** Preliminary numbers show a 15% drop in statewide sheltered veterans from 2013 to 2014. Homeless veteran numbers on the night of the PIT: 283 (2012), 266 (2013), and 226 (2014). CCEH is working closely with the VA’s Supportive Services for Veteran Families (SSVF) to improve data coordination on homeless veterans, and to develop real-time data sharing to help identify veterans in the CT HMIS system for SSVF service providers.



\* All 2014 data is preliminary, and has not been finalized. The data below account for only sheltered homeless persons in emergency shelter and transitional housing programs in Connecticut on a January 29, 2014.



## CT PIT 2012, 2013, and 2014 Comparisons

	Emergency Shelters			Transitional Housing			Total Sheltered		
<b>Family Households</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Total Households	239	262	263	193	176	195	432	438	458
Total People	694	754	751	568	500	537	1262	1254	1288
Adults	271	302	293	226	206	220	497	508	513
Children	423	452	458	342	294	317	765	746	775
<b>Households without Children</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Total People	1637	1617	1726	624	704	539	2261	2321	2265
<b>Child Only Households</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Total People	1	12	4	0	0	1	1	12	5
<b>STATEWIDE TOTALS</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Total People	2332	2383	2481	1192	1204	1077	3524	3587	3558

### 2015 CT Homeless Youth Count:

As has been the case in years past, the CT PIT count has only identified a handful of unaccompanied homeless youth due to the strict HUD definition of homelessness and the small number of programs with beds eligible for the PIT count. In conjunction with the 2015 CT PIT Count, CCEH will undertake, in conjunction with our partners in the Opening Doors-CT Working Group on Homeless youth, the first statewide count of this population. Building on the work and promising strategies of other communities across the country, and using a more inclusive definition of homelessness, CCEH hopes to produce a clearer picture of the scope of youth homelessness in Connecticut. A more accurate understanding of the size of this population is essential to the success of efforts to advocate for the appropriate level of resources needed to address this important problem.