



Mental Health and Addiction Services

HOUSING EMPOWERING RECOVERY FROM OPIOIDS (HERO)

FAQ

1. What is the Housing Empowering Recovery from Opioids (HERO) program?

The Housing Empowering Recovery from Opioids (HERO) program mission is to empower individuals living with opioid use disorder to achieve stability and recovery by combining safe and affordable housing with comprehensive recovery supports. The program is committed to reducing the harms of addiction, fostering resilience, and creating pathways to wellness by meeting people where they are, honoring lived experience, and building strong connections to care and community. Funded by the Connecticut Opioid Settlement Advisory Council, this program will provide the opportunity for recovery by connecting up to 500 heads of household with a safe, stable place to live.

2. Are there program requirements?

- All applicants need to have an opioid use disorder.

Applicants can obtain confirmation of opioid use or opioid use services from treatment programs or other healthcare providers.

- All applicants will need to provide verification of their housing instability.

Applicants can obtain a letter from an outreach worker, an HMIS record, a letter from the residential program they are in, or similar confirmation.

- All applicants will need a valid social security number.
- All applicants will need an email address or will need a secondary contact person for the purposes of communicating with the program

3. How do I apply for the HERO program?

Individuals must complete an online pre-screener located on the DMHAS website [Housing and Homeless Services](#) or via QR code.



4. How do I know if my pre-screener was accepted?

You will receive a confirmation number unique to you when you submit the pre-screener.

5. Can I just call one of the providers on the list in the pre-screener to find out about information I submitted?

- No, the pre-screeners from the online portal are not connected directly with HERO provider agencies.

6. Do I have to apply online, or can I send my information to someone by mail or fax?

- Your pre-screen information must be submitted through the online pre-screen form, which you can access at the link or QR code above.

7. Once I'm found eligible for HERO will I be housed right away?

- This is not an immediate process – we do not have a specific building with apartments to move people into. Instead, the HERO program gives people a housing voucher they can use in the community.
- Even once applicants are confirmed as eligible and receive approval for a voucher, they will need to work with HERO staff to find an apartment.
- For applicants who may be receiving residential substance use treatment or who are residing in a recovery setting, that means it is essential that you make alternative plans for accommodations at the point of discharge. Even an eligible individual may not have an apartment by their discharge date.
- For people who have an imminent discharge, we encourage you to try and make alternative short-term housing plans since this process can take time. However, HERO staff will be supporting you throughout this entire process.