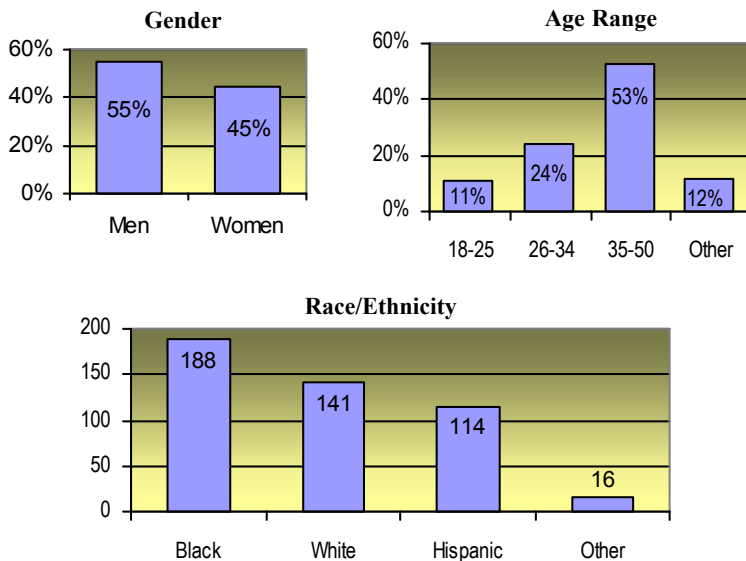


## HARTFORD SHELTER COLLABORATIVE

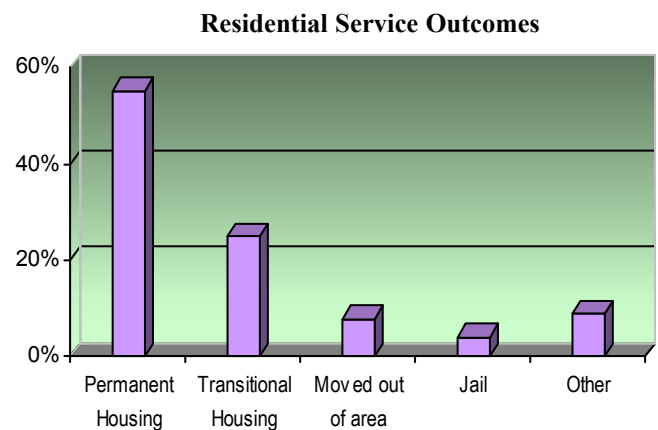
Many homeless people are unable to access the care they need through traditional service systems. In 1998, the Capitol Region Mental Health Center (CRMHC), a state operated unit of the DMHAS Healthcare System, and eight homeless shelters organized the Hartford Shelter Collaborative. This collaboration led to the formation of the **Homeless Outreach and Positive Engagement (HOPE) Team**. The Team's mission is to serve "street" and "sheltered" homeless people in Hartford who need mental health and/or substance abuse services, especially people with complex needs who have continued to "fall through the cracks". This program responds to a key DMHAS strategic goal to "Provide culturally competent and integrated services to persons whose needs are particularly challenging or not being well met in the current system."



### HOPE Team Services:

- Extending the reach of services from the office to the street.
- Engaging homeless people in services that may improve the quality of their lives.
- Providing support and education to homeless people, their families and shelter/outreach staff.
- Engaging homeless individuals with simple interventions such as handing out sandwiches under bridges or in old condemned buildings, or initiating discussions with individuals living in the park.
- Supporting an early intervention to prevent crisis.

**HARTFORD SHELTER COLLABORATIVE**  
 South Park Inn  
 My Sister's Place  
 McKinney Shelter  
 Open Hearth Shelter  
 Mercy Housing & Shelter  
 YWCA of the Greater Hartford Area  
 Capitol Region Mental Health Center  
 Salvation Army Marshall House Shelter  
 Immaculate Conception Shelter & Housing



Client/Family Satisfaction Survey Comments regarding HOPE Team from a family member whose brother lived under a bridge for 3 years.

*"Very humane, generous, humble, caring and compassionate are just a few of the hundreds of good adjectives that could, in my humble opinion, express my feeling about staff and the wonderful team of professional experts that have helped my brother, 'John Doe,' come "back to life" as he begins a long journey of recovery from homelessness, cold and most importantly complete mental disability including depression and schizophrenia. Thank you so much for working on behalf of our family."*