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**Requests For Homeless Related Services**  
*January 1, 2006-December 31, 2006*



*2-1-1 is a partnership between the State of Connecticut and Connecticut United Ways*

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## Homeless Related Service Requests

**Towns:** Statewide

**Period:** 01/01/2006 to 12/31/2006

**Total Number of Service Requests:** 15,584

### Homeless Shelter Requests

Homeless Shelter	<b>13,939</b>
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### Other Homeless Related Service Requests

Transitional Housing/Shelter	<b>1,072</b>
Homeless Drop In Centers	<b>127</b>
Homeless School Transition Programs	<b>34</b>
Supported Living Services for Adults with Disabilities * Homeless People	<b>319</b>
Case/Care Management * Homeless People	<b>51</b>
Outreach Programs * Homeless People	<b>38</b>
Community Clinics * Homeless People	<b>2</b>
System Advocacy * Homeless People	<b>2</b>

Source: 2-1-1 Connecticut Database

## Homeless Shelter Service Requests by Top 15 Towns

Source: 2-1-1 Connecticut Database

Town	2003 Population	2002	2003	2004	2005	2006
Hartford	124387	2993	3384	3487	3214	2914
New Haven	124662	1843	2314	2183	2048	1880
Bridgeport	139664	1388	1603	1566	1418	1313
Waterbury	108130	583	657	617	691	653
New Britain	71572	497	612	608	570	569
East Hartford	49596	536	545	581	540	564
Middletown	46918	430	533	463	515	422
New London	26201	416	551	408	363	410
Meriden	58962	444	487	381	477	401
Manchester	55390	391	444	480	496	387
Norwich	36227	371	401	373	377	375
Stamford	120107	322	361	259	329	292
Bristol	60722	239	334	292	307	234
Vernon	29206	200	184	254	257	219
Norwalk	84170	198	248	200	217	199

Source: 2-1-1 Connecticut Database

## Homeless Shelter Service Requests by Town

Source: 2-1-1 Connecticut Database

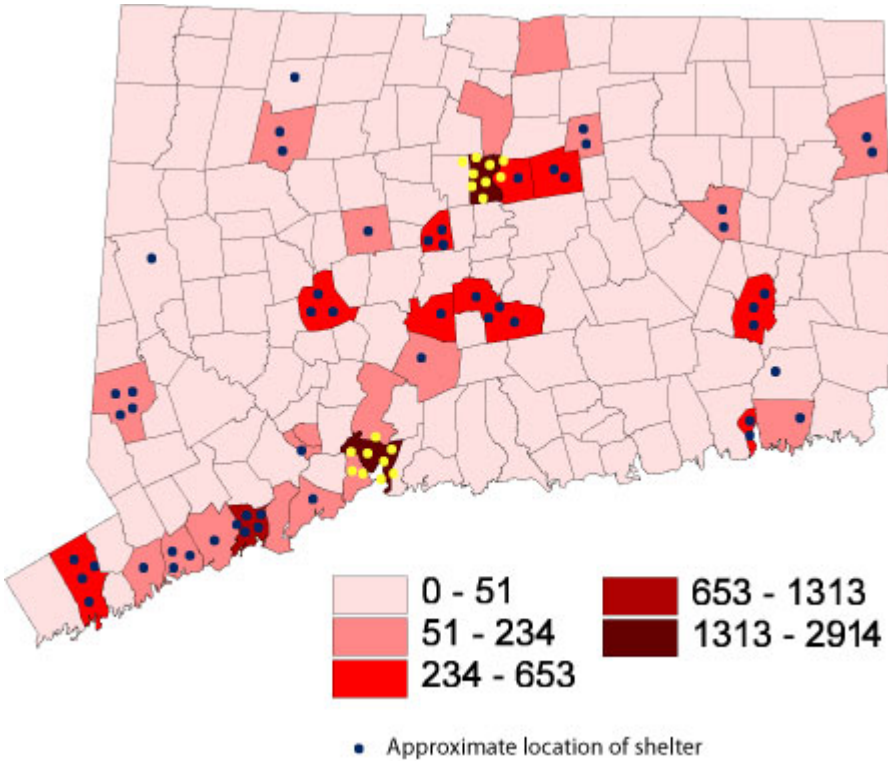
Town	2003 Population	2002	2003	2004	2005	2006
<b>Total Requests</b>		13636	15786	15347	15114	13939
Andover	3165	3	1	5	9	0
Ansonia	18818	55	87	110	90	74
Ashford	4294	3	9	4	1	5
Avon	16709	4	8	8	8	3
Barkhamsted	3656	0	0	2	2	2
Beacon Falls	5524	1	2	2	2	3
Berlin	19322	11	8	17	11	13
Bethany	5331	2	1	1	1	1
Bethel	18566	6	7	4	4	4
Bethlehem	3579	0	0	1	0	2
Bloomfield	19803	37	37	37	44	36
Bolton	5199	1	3	0	0	3
Bozrah	2423	1	1	0	4	1
Branford	29136	22	35	56	40	43
Bridgeport	139664	1388	1603	1566	1418	1313
Bridgewater	1882	1	0	0	0	1
Bristol	60722	239	334	292	307	234
Brookfield	16037	5	6	4	1	1
Brooklyn	7487	2	3	14	3	5
Burlington	8808	2	2	2	1	0
Canaan	1099	4	1	3	2	1
Canterbury	4918	5	3	6	2	3
Canton	9413	0	2	1	5	4
Chaplin	2372	2	0	3	2	1
Cheshire	29187	6	6	9	5	7
Chester	3839	2	0	1	1	6
Clinton	13645	4	9	19	14	21
Colchester	15158	12	10	12	20	15
Colebrook	1522	3	0	0	0	0
Columbia	5228	2	3	2	4	2
Cornwall	1464	0	0	1	1	0
Coventry	12108	6	7	4	8	7
Cromwell	13471	10	8	14	13	15
Danbury	77353	142	197	154	118	119
Darien	19921	3	4	3	5	10
Deep River	4746	1	4	1	7	6
Derby	12593	93	125	115	132	72
Durham	7134	0	1	2	2	3
East Granby	4977	4	1	1	5	4
East Haddam	8711	1	2	6	5	8

Town	2003 Population	2002	2003	2004	2005	2006
East Hampton	11660	4	3	4	12	15
East Hartford	49596	536	545	581	540	564
East Haven	28710	26	29	42	32	28
East Lyme	18537	6	14	10	18	22
East Windsor	10185	8	19	10	23	13
Eastford	1676	0	0	2	1	2
Easton	7482	2	0	0	0	0
Ellington	13952	1	3	8	9	6
Enfield	45539	76	86	113	120	121
Essex	6800	0	4	2	3	5
Fairfield	58407	140	111	118	100	76
Farmington	24507	14	12	19	13	18
Franklin	1906	0	0	1	0	2
Glastonbury	32789	15	12	12	22	13
Goshen	2928	0	1	1	0	2
Granby	10869	2	3	5	8	3
Greenwich	61972	30	24	29	24	27
Griswold	11087	11	10	38	37	30
Groton	40020	146	174	126	118	143
Guilford	22082	6	3	11	10	9
Haddam	7459	3	6	6	2	8
Hamden	58476	57	91	80	73	97
Hampton	1912	1	1	1	0	1
Hartford	124387	2993	3384	3487	3214	2914
Hartland	2068	0	0	0	4	3
Harwinton	5495	0	0	1	3	0
Hebron	9047	2	7	1	3	6
Kent	2920	3	4	1	1	2
Killingly	16940	123	155	137	143	131
Killingworth	6373	0	4	1	4	2
Lebanon	7145	3	6	3	6	5
Ledyard	15003	21	25	18	13	29
Lisbon	4204	1	2	6	5	6
Litchfield	8531	3	1	4	1	4
Lyme	2094	2	0	1	0	0
Madison	18698	3	3	7	8	8
Manchester	55390	391	444	480	496	387
Mansfield	23324	10	13	15	7	7
Marlborough	6094	4	3	2	6	3
Meriden	58962	444	487	381	477	401
Middlebury	6745	5	0	2	1	1
Middlefield	4301	3	4	5	2	2
Middletown	46918	430	533	463	515	422
Milford	53869	135	161	148	175	175
Monroe	19614	5	3	5	3	7
Montville	19718	20	19	27	37	27

<b>Town</b>	<b>2003 Population</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Morris	2388	0	3	0	0	0
Naugatuck	31700	35	39	43	43	36
New Britain	71572	497	612	608	570	569
New Canaan	19839	2	3	4	9	8
New Fairfield	14179	1	1	1	3	4
New Hartford	6548	4	2	0	3	6
New Haven	124662	1843	2314	2183	2048	1880
New London	26201	416	551	408	363	410
New Milford	28211	18	21	19	8	12
Newington	29695	38	21	23	31	43
Newtown	26299	4	6	2	5	1
Norfolk	1670	0	1	4	0	0
North Branford	14228	1	5	3	1	6
North Canaan	3375	0	1	0	0	1
North Haven	23628	12	15	10	14	17
North Stonington	5165	4	2	6	3	2
Norwalk	84170	198	248	200	217	199
Norwich	36227	371	401	373	377	375
Old Lyme	7483	2	9	8	5	4
Old Saybrook	10535	18	13	9	15	10
Orange	13572	3	3	9	5	4
Oxford	10729	3	3	8	4	3
Plainfield	15174	26	30	28	25	36
Plainville	17461	29	36	37	34	43
Plymouth	12067	4	4	3	15	19
Pomfret	3996	0	2	2	4	4
Portland	9264	6	10	15	12	5
Preston	4801	4	2	3	4	5
Prospect	9161	1	4	3	7	2
Putnam	9079	27	28	32	27	36
Redding	8572	0	1	0	0	1
Ridgefield	24131	3	3	1	0	1
Rocky Hill	18528	3	11	11	14	17
Roxbury	2279	0	0	0	0	2
Salem	4008	2	3	4	2	1
Salisbury	4033	2	0	2	1	2
Scotland	1640	0	0	1	1	0
Seymour	16045	14	26	22	18	19
Sharon	3011	2	4	1	1	0
Shelton	39121	30	30	41	26	33
Sherman	4055	1	0	0	0	0
Simsbury	23496	9	5	10	5	9
Somers	10870	5	5	5	6	5
South Windsor	25270	11	8	15	11	18
Southbury	19279	2	3	2	3	2
Southington	41397	20	29	27	44	51

<b>Town</b>	<b>2003 Population</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Sprague	2989	1	2	11	0	6
Stafford	11743	11	6	22	20	17
Stamford	120107	322	361	259	329	292
Sterling	3278	0	0	1	5	0
Stonington	18206	11	14	20	14	13
Stratford	50182	77	106	102	125	111
Suffield	14217	2	3	9	5	3
Thomaston	7857	2	2	2	4	2
Thompson	9157	2	9	7	12	9
Tolland	14264	3	5	5	4	4
Torrington	35756	118	114	119	127	127
Trumbull	35013	9	9	14	23	18
Union	735	0	0	0	0	1
Vernon	29206	200	184	254	257	219
Voluntown	2598	1	0	2	5	5
Wallingford	44331	69	81	77	88	88
Warren	1317	0	0	1	0	0
Washington	3697	2	0	0	2	2
Waterbury	108130	583	657	617	691	653
Waterford	19034	22	19	20	21	19
Watertown	22178	2	5	2	4	15
West Hartford	61424	41	51	45	56	43
West Haven	53004	155	135	176	186	167
Westbrook	6583	3	7	5	7	3
Weston	10239	1	1	4	4	4
Westport	26320	96	124	97	71	73
Wethersfield	26398	20	15	29	36	22
Willington	6198	2	8	5	1	6
Wilton	17909	1	1	0	1	1
Winchester	10781	53	38	26	29	32
Windham	23014	182	180	172	207	130
Windsor	28565	40	49	57	77	72
Windsor Locks	12256	13	8	12	39	30
Wolcott	16024	1	0	2	9	6
Woodbridge	9249	0	8	0	3	4
Woodbury	9557	2	3	1	2	5
Woodstock	7685	4	2	2	2	4
Out of State		9	12	13	22	22
Unknown		137	110	75	56	15

**Homeless Shelter Requests and Location of Homeless Shelters**



Source: 2-1-1 Connecticut Database

## Caller Profile

January 2006 – December 2006

### What are characteristics of callers associated with each request?

Persons requesting information about homeless shelters must feel free to seek information in an environment of confidentiality. Therefore, 2-1-1 call specialists do not require callers seeking homeless shelter to reveal information about their income, ethnicity, or other characteristics. Some information is collected if it pertains to the request and/or if the caller self-identifies information.

Among the 13,939 homeless shelter service requests in 2006, the following characteristics emerged:

January 2006 – December 2006 – Homeless Shelter Service Requests

<b>Age or Family Status:</b>	
Family/Child Under Age of 18 in Household:	5,254
19 to 34	4,460
35 to 59	3,923
60 to 74	174
75 +	16
Unknown	112

<b>Caller Gender:</b>	
Male	3,964
Female	6,414
Unknown/NA or Family	3,561

<b>Caller Profile:</b>	
Crisis	9,377
Disabled	895
Non-English Speaking	404
Pregnant	660
Substance Abuse	618
TFA Recipients	634

Source: 2-1-1 Connecticut Database

## Homeless Shelter Service Referrals

January 2006 – December 2006

Where options for referrals exist, a caller can be referred to more than one program or agency.

### Top Agencies Receiving Referrals January 1, 2006- December 31, 2006

32,168 referrals made to 55 agencies

Average 2.3 referrals per call

List below represents 78% of all referrals made.

COMMUNITY RENEWAL TEAM (EAST HARTFORD AND MCKINNEY)	2587
SOUTH PARK INN	2174
SALVATION ARMY - SOUTHERN NEW ENGLAND DIVISION	2117
MY SISTERS' PLACE	1868
NEW HAVEN HOME RECOVERY	1316
FRIENDSHIP SERVICE CENTER OF NEW BRITAIN	1127
BETH-EL CENTER	1085
COLUMBUS HOUSE	1019
OPERATION HOPE	982
TRI-TOWN SHELTER SERVICES	933
CHRISTIAN COMMUNITY ACTION - NEW HAVEN	906
COVENANT SHELTER OF NEW LONDON	877
YWCA - HARTFORD REGION	798
YMCA - CENTRAL CONN. COAST	781
NEW OPPORTUNITIES	769
ST. VINCENT DE PAUL SOCIETY OF WATERBURY	758
LIFE HAVEN	724
REGIONAL NETWORK OF PROGRAMS	660
OPEN HEARTH ASSN.	630
NORWALK EMERGENCY SHELTER	597
IMMACULATE CONCEPTION SHELTER AND HOUSING CORPORATION	483
ST. VINCENT DE PAUL SOCIETY OF BRISTOL	478
CONNECTION, THE	451
SOCIAL SERVICES - CONN. STATE DEPT. OF	451
INTERFAITH HOUSING ASSN. OF WESTPORT-WESTON	443

Source: 2-1-1 Connecticut Database

## **FRAMEWORK OF A CALL:**

When a person calls 2-1-1, a trained 2-1-1 Specialist answers the call, listens carefully, demonstrating interest and concern, and building a relationship with the caller. The specialist answering the call handles the process all the way to the problem's resolution. Callers appreciate the one-on-one relationship they experience with 2-1-1.

While responding to the caller's questions, the specialist does an assessment that helps people sort out their needs and identify and prioritize them.

2-1-1's comprehensive database allows the specialist to explore with the caller various assistance programs and their services, offer options, describe realistic expectations for help, and refer the caller to services best meeting his or her needs. The caller is provided with information about programs so he/she knows what verifications are required, any eligibility criteria etc.

Concern for the caller does not end there. The specialist offers a follow-up phone call to see if the problem was resolved and if not, to offer additional options. Callers who prefer to remain anonymous are encouraged to call back and let the specialist know the outcome.

## DEFINING TERMS:

Throughout this report the reader will see references to **transactions** and **service requests**. At 2-1-1 all calls are documented in a database using software that tracks calls by transactions and service request with relevant **referrals**. Some service requests are modified by **targets**.

**TRANSACTION:** A transaction may consist of one phone call or several, depending on the nature of the caller's needs. For example, the call may involve a simple request for the phone number and hours of service for an agency; or the call may require helping the caller sort through a number of options and resources that require additional research and follow-up calls.

**SERVICE REQUEST:** Because callers frequently have multiple needs a transaction can include multiple service requests. As an example, a caller may need a homeless shelter and also a soup kitchen. A national taxonomy is used to categorize service terms. Relevant terms include:

- **HOMELESS SHELTER:** Programs that provide a temporary place to stay (usually three days to two weeks), generally in dormitory-style facilities with very little privacy, for people who have no permanent housing. Also included are programs that provide motel vouchers for people who are homeless.
- **HOMELESS SCHOOL TRANSITION PROGRAMS:** Programs offered by schools or school districts that seek to stabilize the educational experience of homeless children by identifying a school that they will attend on a consistent basis throughout the year regardless of the family's current location and by offering the supportive services they need to succeed in their educational endeavors. Included may be transportation between specified community shelter facilities and the child's school; clothing that is appropriate for a school environment; books and other educational materials; and special classes that help the homeless child deal with issues such as personal hygiene and health care in a homeless setting. The goal of the program is to transition the child into mainstream education.
- **HOMELESS DROP IN CENTERS:** Programs that provide a center where homeless people can spend time during the day or evening. The center may provide counseling and/or medication monitoring on a formal or informal basis; facilities for showering, shaving, napping, laundering clothes, making necessary telephone calls or attending to other personal needs; and/or other basic supportive services. Some centers may also provide food or facilities for cooking.
- **TRANSITIONAL HOUSING/SHELTER :** Programs that provide extended shelter and supportive services for homeless individuals and/or families with the goal of helping them live independently and transition into permanent housing. Some programs require that the individual/family be transitioning from a short-term emergency shelter. The length of stay varies considerably by program. It is generally longer than two weeks but typically 60 days or more and, in many cases, up to two years or more. The supportive services may be provided directly by the organization managing the housing or may be coordinated by them and provided by other public or private agencies. Transitional housing/shelter is generally provided in apartment style facilities with a higher degree of privacy than short-term homeless shelters; may be provided at no cost to the resident; and may be

configured for specialized groups within the homeless population such as people with substance abuse problems, homeless mentally ill, homeless domestic violence victims, veterans or homeless people with AIDS/HIV.

- **HOMELESS PERMANENT SUPPORTIVE HOUSING:** (NOTE: To be implemented in January 2007. No statistics exist for 2006). Programs that provide affordable, community-based housing for individuals and families who have experienced long-term or chronic homelessness and have been diagnosed as having a physical or developmental disability, a severe mental illness, substance abuse problems or HIV/AIDS. Structures may include apartments, single-family houses, duplexes, group homes or single-room occupancy housing. Permanent supportive housing programs generally provide residents with the rights of tenancy under state/provincial or local landlord/tenant laws and are linked to services designed to meet residents' needs. Supportive services vary depending on the resident population. Most programs offer some type of case management and housing support, but may also offer more intensive mental health, substance abuse, vocational, employment or other services which help promote independent living. Supportive services may be offered on-site or off-site, or be provided by a mobile service team.
- **REFERRAL:** Where options for referrals exist, a caller can be referred to more than one program or agency. However, reports do not include duplicated referrals. The multiple referral is especially relevant in cases of homelessness where shelters are most often full, and referrals for subsidized housing units which typically have long waiting lists.
- **TARGET:** The Target Populations terms relate to the people at whom services are aimed rather than to the services they receive or the organizations which provide those services. The relevant target term used for this report is:
- **HOMELESS PEOPLE:** Individuals and families who have no fixed, regular and adequate residence, who are residing temporarily with relatives or friends or who live on the street, in emergency or transitional shelters, in a hotel or motel paid for with a shelter voucher, in seriously substandard housing or in an abandoned building, place of business, car or other vehicle or other public or private place that is not ordinarily used as a regular sleeping accommodation for people. Some people who are homeless have issues with substance abuse, chronic or severe mental illness, chronic unemployment or underemployment, or other problems that prevent them from obtaining housing.

#### **Related service terms used with the target Homeless People:**

- **CASE/CARE MANAGEMENT:** Programs that develop plans for the evaluation, treatment and/or care of individuals who, because of age, illness, disability or other difficulties, need assistance in planning and arranging for services; which assess the individual's needs; coordinate the delivery of needed services; ensure that services are obtained in accordance with the case plan; and follow up and monitor progress to ensure that services are having a beneficial impact on the individual.

- **OUTREACH PROGRAMS:** Organizations that make an effort to increase the availability and utilization of community services by specific target populations by providing direct services for targeted individuals in their homes or other convenient locations or by making special efforts to ensure that a particular group is aware of available services and encouraged to participate. Included are programs that do outreach regarding their own services as well as those which encourage a target population to use a wide variety of services.
- **SUPPORTED LIVING SERVICES FOR ADULTS WITH DISABILITIES:** Programs for adults with developmental disabilities, sensory impairments, physical disabilities, emotional problems or multiple disabilities who do not require 24-hour supervision that provide a highly individualized, coordinated system of services and supports which facilitates their ability to live in their own homes or apartments, to hire and supervise paid caregivers, to work in the community, to participate in community activities and to interact with nondisabled neighbors. A supported living agency may help the individual hire and supervise an attendant; develop a budget and pay bills on time; learn to shop and cook or hire someone to prepare meals for them; remember to take necessary medication; schedule medical appointments and get to the doctor's office; advertise for and select a roommate; make their living space barrier-free; learn about relationships, sexuality and parenting; select recreational pursuits that are personally satisfying; and accomplish other similar activities of daily living. (To be changed to **Homeless Permanent Supportive Housing** - January 2007).

**Notes: These referrals are not comprehensive. Someone who is homeless may not have self-identified that they are homeless. They might also been referred to services that were available to anyone – not just someone who was homeless. Also, 2-1-1 Connecticut is a confidential service. Identifying information is not kept on every caller and therefore the numbers are not unduplicated (i.e. same person can call several times over the course of a year to request a homeless shelter).**

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## Directory of Homeless Related Services

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