

## 12.1 Strengthen Municipal Workforce Capacity to Address Homelessness

5 – 30 Points

### Action Updates

This action has been revised for the **current certification cycle**. A version of this action from the prior program year is [available for comparison](#). Edits are highlighted in yellow. (Last updated 2021)

### Objective

Develop an informed and coordinated response to homelessness within the municipality and in collaboration with the Coordinated Access Networks (CANs).

Complementary Actions:

- [Participate in Equity Training](#)
- [Increase Public Support and Awareness for Efforts to End Homelessness](#)
- [Collect and Share Homelessness Data](#)
- [Provide or Mobilize Resources to Address Homelessness](#)

### What to Do

1. Designate and train a municipal representative on homeless services in your municipality.

**a.** Designate a municipal employee, elected leader, other individual officially designated by the municipality, or group of such individuals to serve as the liaison for homeless services in your municipality. Such person(s) should either be a member of your municipality's Sustainability Team or meet with the Sustainability Team at least annually. Post the name, title and contact information of such person on your municipal website and other relevant platforms. Register and keep up to date the name, title and contact information of such person with the Connecticut Coalition to End Homelessness as first contact for residents experiencing homelessness. Have your municipal liaison meet with a representative of your municipality's Coordinated Access Network (CAN). Note: If your municipality has a designated webpage for sharing homelessness resources as part of the Sustainable CT Action [Increase Awareness and Support Efforts to End Homelessness](#), you may post the information for your designated municipal representative there. **(5 points)**

**Submit:** A hyperlink and a screenshot of the webpage that shows your designated municipal liaison for homeless services and a brief description of the relationship between your Sustainability Team and your designated point of contact for homeless services.

**Timeframe for Credit:** Eligible for new action credit and rolling credit. This action falls under the action type "Committee/Task Force/Position Creation" (see ["Timeframe for Credit" Guidance Document](#) for submission requirements).

**b.** Have your designated municipal liaison for homelessness participate in one or more trainings related to addressing homelessness. As long as your liaison attends at least one training, points may be earned for other municipal elected staff or elected officials who attend trainings. Topics may include but are not limited to principles of the "housing first" approach to homelessness, housing problem-solving (including shelter diversion), trauma-informed Care, mental health first aid, and how the Coordinated Access Network system works in Connecticut.

- Attend 1 training = **5 points**

- Attend between 5 and 10 trainings = **10 points**
- Attend more than 10 trainings = **15 points**

Attendance at any meeting of your municipality's Coordinated Access Network (CAN) counts towards this training requirement.

**Note:** Activities that are used to earn points toward this Action may not be used to earn points toward any other Sustainable CT event or training action (i.e., no "double-counting").

**Submit:** For each training, the name and contact information of the individual who attended the training and the name of the training, date(s) it occurred, and the organization that provided the training.

**Timeframe for Credit:** Eligible for new action credit. This action falls under the action type "Events, Meetings, Trainings" (see ["Timeframe for Credit" Guidance Document](#) for submission requirements).

2. In collaboration with your municipality's Coordinated Access Network (CAN), develop a municipal Task Force to address homelessness, or use your Sustainability Team or other existing municipal group. The Task Force should ideally be composed of representatives from each municipal department that engages with individuals and families experiencing homelessness. Its exact composition will depend on your community and may include at least one representative from the police force serving the community, library staff, schools, youth services, and senior services. The Task Force may also include representation from criminal justice and hospital systems. The Task Force should ideally support your homeless services liaison in developing a comprehensive list of every individual or household experiencing homelessness and should meet at least quarterly to review the housing status of every person on the list (see also Sustainable CT Action [Collect and Share Homelessness Data](#)). Municipalities are encouraged to collaborate as appropriate. **(10 points)**

**Submit:** A list of names and titles of current Task Force members and at least one additional piece of documentation related to the meetings, such as an agenda, minutes, presentation, sign-in sheet or photographs. At least one set of minutes should include a mission statement for the Task Force, and a description of how the mission is aligned with CAN goals.

**Timeframe for Credit:** Eligible for new action credit and rolling credit. This action falls under the action type "Committee/Task Force/Position Creation" (see ["Timeframe for Credit" Guidance Document](#) for submission requirements).

## Timeframe for Credit

Actions can either be "New" or considered for "Rolling Credit."

**New Action Credit.** Any action completed within the past three years (from January 1 of the year seeking certification) is eligible for potential certification points. If you are applying for recertification in your year of expiration, you may not claim New Action Credit for items that previously received credit.

**Rolling Credit.** For any action older than three years (from January 1 of the year seeking certification), you must demonstrate ongoing, currently relevant, and meaningful impact in your community to be considered for certification points. If you are applying for recertification in your year of expiration, you must apply for Rolling Credit for any item that previously received credit, even if it was completed within the past three years.

View the ["Timeframe for Credit" Guidance Document](#) for detailed submission requirements.

## Engaging Partners

Sustainable CT encourages regional collaboration and other forms of partnership. For every action, please complete the "Partners" box in your submission, indicating the name(s) of any municipalities and/or organizations you partnered with (if any) and a brief description of your municipality's role. If you collaborate with other municipalities, each community will receive points. For additional information, please see the ["Partners Guidance Document"](#).

## Potential Municipal and Community Collaborators

Key collaborators to implement this action include representatives from Human Services, Youth Services and Youth Service Bureaus, Senior Services, library staff, law enforcement, tax collection, public works, the registrar of voters, parking enforcement, business districts or downtown associations, healthcare providers, hospital emergency departments, soup kitchens or pantries, churches and congregations, courthouses, school districts, mental/behavioral health providers, community non-profits, and cultural centers. Regional entities including Coordinated Access Networks, DEMHS regional coordinator, Local Health Department, Local Mental Health Authority, Council of Governments, AMTRAK and state police troops, state parks may help in implementing this action.

## **Funding**

If available, below are potential funding sources specific to this Action. For a complete listing of potential funding opportunities to assist with implementing Sustainable CT Actions, please visit the [Sustainable CT Grants Portal](#), which is searchable by Action. Please also visit the [Support for Your Town](#) page for opportunities for technical assistance and other supports.

## **Resources**

### *Toolkits, Calculators, Guidance Documents*

- [Role Description for Registered Municipal Homelessness Contacts](#)
- [CDC Guidance on Unsheltered Homelessness](#)
- [DEMHS Regions](#)

### *Organizations and Relevant Programs*

- [Connecticut Coalition to End Homelessness](#)
- [United Way 211 Connecticut website](#)
- [CT Department of Housing](#)

## **Benefits**

Coordination between departments allows for municipal employees with varying roles and duties within the municipality and/or surrounding region to contribute to a coordinated response to homelessness. The municipality can then take a systematic approach towards meeting the housing needs of residents experiencing homelessness.