

12.4 Coordinate Municipal Services to Address Homelessness

5 Points

Action Updates

This action is available for the **current certification cycle** and was newly added in 2021, in partnership with the Connecticut Coalition to End Homelessness and the Connecticut Conference of Municipalities.

Objective

Develop an informed and coordinated response to homelessness within the municipality.

Complementary Actions:

- [Increase Public Awareness and Support for Efforts to End Homelessness](#)
- [Strengthen Municipal Workforce Capacity to Address Homelessness](#)
- [Collect and Share Homelessness Data](#)
- [Provide or Mobilize Resources to Address Homelessness](#)
- [Improve Outcomes for People Experiencing Homelessness](#) (including steps to decriminalize homelessness and connect with systems)

What to Do

1. Work with your municipality's [Coordinated Access Network \(CAN\)](#) to enable a standardized assessment and referral process to connect people experiencing a housing crisis or homelessness with community resources. Depending on your community, collaboration with the CAN could include designating point-people between the municipality and the CAN and/or formalizing how the municipality will participate in CAN operations and decision-making. **(5 points)**

Note: The point person may be the same point person designated in the Sustainable CT Action [Strengthen Municipal Workforce Capacity to Address Homelessness](#).

Submit: A letter, contract, or other written articulation between your municipality and the CAN, designating the municipal point person responsible for connecting people experiencing a housing crisis with the CAN and identifying which municipal resources, if any, will be allocated to/aligned with CAN priorities; and sample forms or process workflow the municipality and CAN will use to implement the assessment and referral process, and a brief description of that process.

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. Community Partners including 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.

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

- [Overview of the CAN System](#)
- [NAEH: The 3 C's of Diversion](#)
- [Shelter Diversion in CT](#)

Organizations and Relevant Programs

- [Connecticut Coalition to End Homelessness](#)
- [CT Department of Housing](#)
- [National Alliance to End Homelessness](#)
- [US Housing and Urban Development](#)
- [US Interagency Council on Homelessness](#)

Benefits

Close collaboration between municipalities and the Coordinated Access Networks allows systemic identification of people in need of services and efficient connection for those individuals to available resources.