

## What is a Coordinated Access Network (CAN)?

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Coordinated Access organizes how homeless services are provided, maximizes resources, creates system efficiencies, and helps people resolve their homelessness quickly. Connecticut's Homelessness Response System consists of 7 Coordinated Access Networks (CANs) that have led to regional cooperation and incredible success.

## The Need

Currently, CANs rely on the Department of Housing's discretionary use of Community Investment Account proceeds for funding. As an emergency response system, a more stable and permanent funding source is needed to support its infrastructure. Without funding, thousands of Connecticut residents would be put at immediate risk of homelessness every year.

## The Solution

The state should provide an additional \$2.3 million in DOH's Housing/Homeless Services line to provide critical staff infrastructure support to CANs and 211.

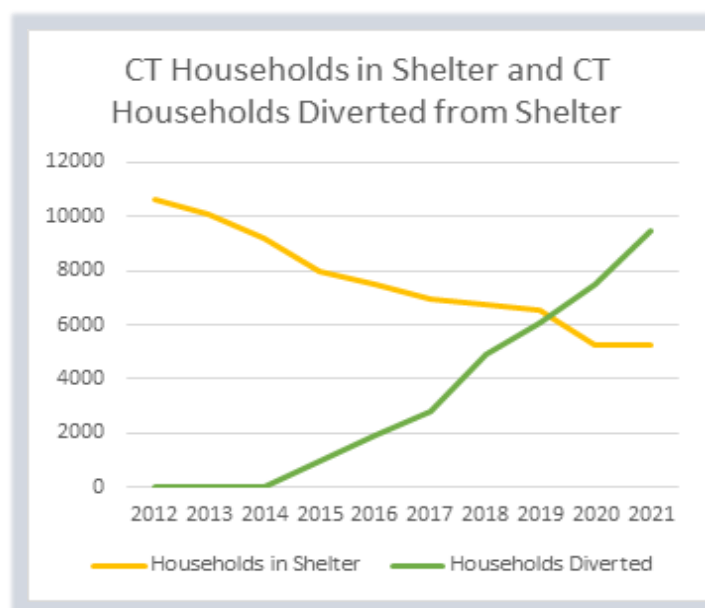
### The Coordinated Access Approach

**Access** – People facing a housing crisis can access community resources through a single "front door" by calling 211

**Assessment** – Individuals are assessed for eligibility and need through standardized approaches across communities

**Assignment** – Individuals are assigned or matched to local housing resources based on need and resource availability through a transparent process

**Accountability** – Progress toward obtaining housing for each individual is reviewed weekly to ensure strong communication between all partners and to problem-solve when issues arise



## Impact

In FY2021, 211 resolved 43,993 of 89,541 calls related to housing. 211 referred 45,548 calls to CANs. Of the 23,024 CAN appointments that were attended, 9,442 (41%) appointments resulted in diversion from shelter with security deposits, rental assistance, mediation, and services.

Since 2012, the number of people utilizing Connecticut's shelter system has decreased by 57%.

CANs are crucial to keeping families out of shelter, reducing costs in the homeless response system and increasing housing stability for CT families.

