

**CITY OF NEW HAVEN
HOMELESS ADVISORY COMMISSION**

June 14, 2022
Meeting Minutes

Attendance:

Members Present: D. Ecton

Ex- Officio: V. George, N. Torres

Staff: S. James- Marquis

Guest: Community Action Agency (CAA)- P. Tully. & Q. Hanna

Members Excused Absent: C. Spears, C. Mendez

Members Absent: R Handler, CAN

Chair D. Ecton called the meeting to order at 6:09pm

Minutes: The group reviewed the June minutes.

NEW BUSINESS:

Community Action Agency (CAA)- P. Tully. -Dir of Programs and Case Management & Q. Hanna
- Passport to Transitional Services Coordinator (PTS)

Q. Hanna shared the roles they play at CAA. Q. Hanna then shared a slide presentation some of the services offered at the CAA Hub located at 781 Whalley Ave. Q. Hanna shared that the Hub is staffed with one additional Outreach worker. Q. Hanna shared that the mission of the agency is to offer pathways to prosperity to those in poverty in the Greater New Haven area through service, collaboration, advocacy, and knowledge generation. Q. Hanna shared the process for PTS case management which begins at triage. Q. Hanna shared during the triage stage, clients are assessed and given the opportunity to explain their needs. Once client has been identified as homeless or on the verge of homelessness, they are given information on the PTS and assigned to the PTS case manager. Q. Hanna shared some of the additional services provided through the hub include providing the unsheltered homeless a safe and warm space to rest during the day. Q. Hanna shared that the hub offers access to light meals and refreshments daily, interactive activities such as board games, cards, etc. The hub aims to meet the basic needs of our clients and provide case management services. Q. Hanna shared through CAANH's case management, client's will be provided referrals to services that address their specific needs (i.e., housing, substance use, mental/physical health, workforce development, income supports, Coordinated Access Network (CAN) via 211 for housing). Q. Hanna shared the PTS Hub's first year went through the Results Orientated Management Accountability (ROMA) evaluation, and the second year of the PTS is under the Implementation phase of ROMA. Q. Hanna shared the HUB is funded by the City of New Haven and the PTS Outreach is funded by the Community Development Block Grant (CDBG). Q. Hanna shared 203 clients utilized PTS HUB since December 2021 with various service needs. Q. Hanna concluded her presentation by sharing a success story from one of the clients she had helped. This client had been diagnosed with schizophrenia and was homeless.

mental health and his homelessness, and as a result, he is now safely housed and has proper management of his medication.

Note of appreciation: D. Ecton expressed her gratitude for the ongoing good work done at CAA over the past several years. She emphasized the ongoing need for affordable, sustainable housing and said that CCA continues to consistently speak up for those in need.

Homeless Services Update:

V. George discussed the new RFP for the Emergency Shelter Facility Management-Cold Weather Project, which offers a contractual opportunity to community partners to secure space for warming centers for the upcoming winter of 2022–2023. V. George shared her plan is to secure at least 3 warming centers with space to hold up to 30 individuals at each center along with an overflow shelter space for men across the city. V. George shared the difficulty in locating appropriate space for warming center services. According to V. George, there were two applicants that submitted documentation expressing interest in partnering with the city to provide space for warming center services. V. George states she may need to reopen the RFP to get more bids.

V. George shared that the use of hub services is increasing as the warm weather approach. These services include the pop-up shower. V. George shared that there were growing concerns with the open and active drug use in Fair Haven specifically behind the post office. There are a couple meetings scheduled to address this problem. V. George shared she will report back on outcomes of these meetings. V. George emphasized the need for continued partnerships to ensure clients receive the much-needed services.

CAN: There were no representations present, however they forwarded their report. Data for the month of July showed 2028 households called 211 for housing services. There were 552 CAN appointments scheduled, 376 people showed up for their CAN appointments, 187 people were wait listed and 104 people were diverted. There were 159 no shows, and 54 callers were not appropriate for services. The median wait time call for an appointment was 3 days. The data showed that there were 637 people on the By Name List, with 142 people matched to a housing resource. There were 41 people housed in July and 22 housing resources distributed. There were 7 one-time financial assistance awarded and 12 clients self- resolved. The data highlighted the lack of affordable housing continues to be the biggest challenge. There were more landlord incentives used and more housing placements for the month of July, partly due to self-resolution of those exiting hotels.

YHHAP: R. Handler absent.

Meeting adjourned at 6:47pm.