

Supportive Housing for Super Utilizers of Homeless Service and Correction Systems

Program Snapshot

The Connecticut Collaborative on Re-Entry (CCR) is a supportive housing program aimed at a set of individuals in Connecticut that repeatedly cycle in and out of the homeless service and corrections systems. These individuals have complex unmet needs and histories of long-term homelessness, often combined with chronic health conditions, mental health, and substance use issues. The goal of CCR is to reduce rates of re-incarceration and increase housing stability.

Data-driven targeting is used to identify a population of high-cost, high need individuals who are super utilizers of jail and shelter systems, and whose persistent cycling presents significant human and resource costs. CCR helps individuals obtain housing stability and avoid returns to costly crisis services and institutions, improving individuals' health, well-being and social outcomes, while reducing public sector costs through the cost-effective combination of affordable housing linked with support services.

Eligibility for CCR is determined through a data match between the Department of Corrections and the CT Homeless Management Information System. This match identifies super-utilizers (the top 75th percentile of jail and shelter users) who are experiencing homelessness. CCR providers coordinate with other providers in their Coordinated Access Network (CAN) to locate and engage potential participants.

As of June 1, 2016, CCR providers have delivered permanent housing and intensive support services through a housing first model to 162 individuals. In 2015, CT Governor Malloy introduced and signed into law 'Second Chance Society' legislation which included significant expansion of CCR program capacity, increasing the number of slots available to improve the lives and housing stability of more individuals with significant unmet needs.

CCR: FUSE Model Initiative

CCR is based on the CSH developed FUSE model (Frequent Users Systems Engagement). FUSE helps communities to break the cycle of homelessness and crisis among individuals with complex behavioral health challenges who are the highest users of emergency rooms, jails, shelters, clinics and other costly crisis service systems. Communities spend billions of dollars on services that bounce vulnerable people between shelters, hospitals, jails, treatment programs, foster care and the streets. CSH's FUSE model works to solve this problem, increasing housing stability and reducing multiple crisis service use—which results in more effective use of public funds.

One of the earliest communities to implement a FUSE model initiative, Connecticut currently has two FUSE supportive housing programs:

- △ CT Collaborative on Re-Entry (CCR)- identifies and targets housing and services to super utilizers of jail and shelter services who are experiencing homelessness.
- △ Connecticut Integrated Healthcare & Housing Neighborhoods (CIHHN)- identifies and targets housing and services to Medicaid-enrolled super utilizers of health services who are experiencing or are at risk of homelessness.

Program History

The Connecticut Collaborative on Re-Entry (CCR) began in 2010 as a structured demonstration (then known as FUSE) implemented by the Connecticut Departments of Correction (DOC) and Judiciary (Court Support Services Division), in partnership with the Department of Mental Health and Addiction Services, the Department of Social Services, the CT Coalition to End Homelessness and CSH.

The pilot placed 30 single adults into permanent supportive housing across 3 Connecticut cities—Bridgeport, New Haven and Hartford. Following successful outcomes, the program expanded in 2011 and again 2013, to a 100-unit capacity. In 2015, Connecticut Governor Malloy delivered on his commitment to expand the CCR program by funding an additional 90 units bringing current program capacity to 190.

Partners

Administration and Program:

- △ Department of Mental Health and Addiction Services
- △ Department of Housing
- △ Department of Correction
- △ Court Support Services Division
- △ Office of Policy and Management
- △ CT Coalition to End Homelessness
- △ CSH

Housing and Service Providers:

- △ Catholic Charities
- △ Chrysalis
- △ Columbus House
- △ New London Homeless Hospitality Center
- △ Reliance House

Evaluation:

- △ University of Connecticut

Resources

Housing:

CCR has a 190-unit capacity to house single adults across 11 Connecticut cities—Bridgeport, Norwalk, Stamford, Danbury, Hartford, Middletown, New Britain, New Haven, Waterbury, New London, Norwich.

- △ Round I: 30 units (2009)
 - 10 PBV provided by Bridgeport and New Haven Housing Authorities
 - 10 RAP certificates through DSS
- △ Round II: 50 units (2010)
 - 10 RAP certificates through DMHAS in New Haven, Hartford, Bridgeport, Waterbury and Southeast
- △ Round III: 20 units (2013)
 - 20 RAP certificates through DOH in Hartford, New Haven, Bridgeport, and New London
- △ Round IV: 90 units (2015)
 - 90 RAP certificates provided through DOH across all 11 cities

Supportive Services:

DMHAS provides support services for 190 units

Demonstrating Success

Looking at the cohort of individuals housed for 12 months or more (n=39), positive outcomes are reflected in decreases in both shelter and jail utilization since housing. The mean lifetime total jail episodes pre-housing for the cohort was 14.31 episodes (max. 68). This adds up to more than 7.13 years (max. 24.64) in jail per person. At a rate of \$93.29 per day, the total pre-housing jail cost for these 39 men and women is more than \$9.4 million. Individuals housed for 12 months or more experience a 99% change (decrease) in shelters days and a 73% change (decrease) in jail episodes.

For more information about CCR, visit csh.org/CT/CCR

Betsy Branch
Associate Director, CSH
betsy.branch@csh.org

Chelsea Ross
Program Manager, CSH
chelsea.ross@csh.org