

Housing Crisis Line FAQs

**Effective November 1, 2022
New 211 Housing Crisis Line Service Hours: 8 am to 4 pm Daily**

1. Why are changes to the housing crisis line occurring?

The steep recent increase in housing crisis calls to 211 CT exceeds the funded capacity of the 211 housing crisis line. This means that callers have been experiencing extensive wait times. To better serve callers facing a housing crisis, we are changing our service to concentrate our staffing capacity during the times the majority of these callers seek assistance.

The 211 housing crisis line will discontinue 24/7 service as of November 1 and implement new service hours (8am to 4pm, every day, seven days a week) in order to align available call center capacity with the periods of highest call volume.



2. How many people facing a housing crisis are calling 211?

The number of calls to 211 from callers facing a housing crisis has increased rapidly in recent years: anticipated 2022 call volume is 176% of housing crisis call volume in 2017. By the end of 2022, the 211 CT housing team projects that the line will receive more than 157,000 calls related to housing instability and shelter, with approximately 75,000 of those calls expected from residents who describe themselves as homeless or at immediate risk of homelessness.

3. Do the changes to the homeless crisis line apply to other 211 services?

No. All other 211 services will remain available 24/7/365, including our 211 basic needs information and referral service and our suicide prevention and mental health crisis intervention service. We are pleased to report that for 988 (the National Suicide Prevention Lifeline), service provided through United Way of Connecticut places our state among the top three in the nation for answer responsiveness; our crisis team picks up the vast majority of these calls in less than 10 seconds.

4. Will emergency assistance through 211 be available 24/7 for people who are unsheltered during severe cold weather periods?

Yes. 211 will continue to provide specialized services 24/7 during cold weather protocol periods declared by the Governor. During these periods, we assist individual callers to access transportation and immediate shelter.



5. What service is available for callers when the weather is cold, but the Governor does not activate a severe cold weather protocol?

When the weather is cold, but the Governor has not declared a severe weather protocol, the housing crisis line will be available 8am to 4pm daily (seven days a week). The 211 information & referral line will continue to operate 24/7/365, providing callers up-to-date information about warming centers (which, as a rule, begin operating December 1st). The quickest way for CT residents to access information on the closest, local warming centers will be at 211ct.org.

6. Will the new housing crisis hours affect wait times?

We are concentrating our available staffing of trained housing contact specialists during the times when most people call: between the hours of 8 am and 4 pm. Our goal is to focus our available staff capacity during these times in the hope that it will allow us to more quickly respond to each caller in need.

7. Who does the housing crisis line serve?

The housing crisis line serves Connecticut residents who identify as homeless or at imminent risk of homelessness, to help callers problem-solve and identify solutions to remain safely housed. When necessary, callers will be connected to one of the seven Coordinated Access Networks (CANs) of local homelessness and housing resources.



8. What assistance is available for callers with questions regarding basic housing supports?

In order to focus our call center capacity on the most vulnerable residents facing homelessness, we will discontinue live assistance to callers seeking information on basic housing supports. We will instead provide recorded information regarding how to access rental assistance, Section 8, and other programs and refer callers to 211ct.org for comprehensive information.

9. What services will be available from the regional Coordinated Access Networks to help people facing homelessness?

The majority of households will continue to access assistance through 211. The state's seven CANs (Coordinated Access Networks of homelessness and housing resources) are creating options for those experiencing literal homelessness to receive assistance through local hubs. Through these hubs, CANs will be able to work with their community partners to address the needs of people living in unsheltered situations and unable to navigate the existing homeless response system.