

## **HISTORY**

The New London Homeless Hospitality Center (NLHHC) began as a response to a crisis. In 2005, two individuals died outdoors due to lack of access to shelter. A group of local clergy and interested citizens quickly gathered to fill the void. From the very beginning, the people using the shelter were guests, not clients. We consistently work-with passion and a commitment to offer hospitality based on an ethic of service and welcome that values the individual and offers our support in a spirit of friendship. While we face challenges to live into this vision, it remains at the heart of what we do every day.

Our core mission statement is simple. We offer hospitality to our adult neighbors experiencing homelessness and help provide them with a bridge to permanent housing.

## **PROGRAMS**

### **“Front door” for people newly experiencing homelessness**

NLHHC manages the “front door” of the homeless response system for single adults in New London County. Last year the HUB assisted over 1,200 people newly experiencing homelessness including an increasing number of seniors. HUB staff offered support in meeting basic needs, identifying immediate housing options and access to emergency shelter for those without other options.

### **Overnight Shelter**

Our emergency shelter is open from 6:00 at night until 8:00 in the morning every day of the year.

- In our last fiscal year, we served over 400 guests in our emergency shelter of whom over a third were **Seniors**.
- In December of 2013, we began a “respite” section of the shelter in partnership with L+M Hospital to provide emergency shelter designed to meet the needs of **Health-Challenged Individuals**.
- Working with the Veterans Administration, in 2020 we added a specialized section of the overnight shelter designed to support the needs of **Veterans**.
- In the winter we add capacity for a winter no-freeze option to assure that no one is left outdoors in New London during cold weather. Last year, our **Winter No-Freeze Option** served over 300 different people.

### **Daytime Hospitality Center Services**

People struggle with homelessness not just at night but also during the day. We offer a place where people are welcome to sit and get out of the heat, cold or rain... and to feel safe. We provide access to mail delivery, phones and computers. We provide a place to store important papers or medications. And we provide showers and laundry facilities. On an average day as

many as 50 different individuals will make a daytime visit to our site.

Our Help Center provides access to computer, fax and phones. Help Center staff and volunteers help replace lost identifications and driver's licenses, fill out on-line job applications, give out bus passes to help people get to appointments or job interviews. With funding from DSS (via SNAP E&T), we also have full time employment support available at the Help Center.

Many of our guests also face health challenges. To expand access to health services, the Community Health Center (our local FQHC) staffs an on-site clinic with a variety of health care providers including APRN's and mental health workers.

### **Outreach**

NLHHC has a fully developed outreach strategy to reach individuals who are experiencing unsheltered homelessness. Two full time staff provide a continual presence in shoreline communities working with over 100 people experiencing unsheltered homelessness annually.

### **Rapid Rehousing**

Our rapid rehousing program provides support with housing location, coordinates access to short term rental assistance and provides short-term case management for individuals who need added support to move from homelessness to housing. Our housing unit is designed utilizing a centralized landlord engagement approach that has proven effective in other parts of the country. In our most recent year, we assisted over 150 individuals to secure housing.

### **Specialized Housing Supports**

We operate a seven-bed transitional housing program for **veterans** experiencing homelessness funded by the Veterans Administration.

We also own seven multi-family homes that provide permanent affordable housing to over 60 tenants. In this housing we are providing high quality yet low-cost housing.

And, with funding from the Department of Housing and Urban Development (HUD) and the Department of Mental Health and Addiction Services, we provide rental subsidies and case management for forty (40) formerly homeless individuals who need added support to maintain housing.

### **Innovation in Housing Counseling**

We recently launched an effort to move "upstream" from literal homelessness to see how we can help people maintain housing that they have. Our HUD certified Housing Counseling Agency provides supports including first time homebuyer workshops and management of the Department of Housing Eviction Prevention program for our area.