

Overview

History

The New London Homeless Hospitality Center (NLHHC) was founded in 2005 in direct response to tragedy, after two individuals died outdoors without access to shelter. Local clergy and concerned residents came together to ensure such a loss would never happen again. From its earliest days, the Center adopted a philosophy grounded in hospitality. Those who came to us were welcomed as *guests*, not clients—an intentional distinction that reflects our belief in dignity, respect, and compassionate service.

This ethic of hospitality continues to guide our work. While we are constantly striving to fully embody this vision, it remains at the heart of everything we do. Our mission is simple and unwavering: **to offer hospitality to our adult neighbors experiencing homelessness and to help provide a bridge to permanent housing.**

Programs

Coordinated Access / “Front Door” Services

NLHHC operates the primary access point for single adults entering the homelessness response system in New London County. Last year, the HUB assisted more than **1,200 individuals** newly experiencing homelessness—including a growing number of older adults.

Overnight Shelter

Our emergency shelter operates year-round, from 6:00 p.m. to 8:00 a.m., and served over **400 guests** last fiscal year, more than one-third of whom were seniors.

- In 2013, we opened a **medical respite area** in partnership with L+M Hospital to accommodate guests facing significant health challenges.
- In 2020, working with the Veterans Administration, we added a dedicated **veterans’ section** within the shelter.
- Each winter, we expand capacity to provide a **no-freeze shelter option**, ensuring no one is forced to remain outdoors in dangerous cold. Last winter, this seasonal service supported over **300 individuals**.



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Daytime Hospitality Center

Homelessness does not end at dawn. Our daytime Hospitality Center offers a safe, welcoming space for guests to rest and meet basic needs. Services include:

- Climate-controlled indoor space
- Mail delivery
- Access to phones, computers, and internet
- Secure storage for essential documents and medications
- Showers and laundry facilities

On a typical day, up to **50 individuals** visit our Hospitality Center.

Within this space, the **Help Center** provides computers, fax, and phone access, as well as hands-on assistance obtaining IDs, completing job applications, and securing transportation for appointments or employment. Through SNAP E&T funding, we also offer full-time employment support.

To address health needs, the **Community Health Center (FQHC)** operates an on-site clinic staffed by APRNs and mental health professionals.

Outreach

Our outreach team maintains a daily presence throughout shoreline communities, working with individuals experiencing unsheltered homelessness. Two full-time outreach workers support more than **100 people** each year.

Rapid Rehousing

Our rapid rehousing program helps individuals transition quickly from homelessness to stable housing through:

- Housing search and landlord engagement
- Short-term rental assistance
- Short-term case management

Using a centralized landlord engagement model, we helped more than **150 individuals** secure housing this past year.

Specialized Housing Supports

- **Veterans Transitional Housing:** A seven-bed program funded by the Veterans Administration for veterans experiencing homelessness.



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- **Permanent Affordable Housing:** NLHHC owns seven multi-family homes providing high-quality, low-cost housing to more than **60 tenants**.
- **Supportive Housing:** With funding from HUD and the Department of Mental Health and Addiction Services (DMHAS), we provide rental subsidies and case management to **40 individuals** who require ongoing supports to maintain housing.

Housing Counseling

To address housing instability before it becomes homelessness, NLHHC operates a HUD-certified Housing Counseling Agency offering:

- First-time homebuyer workshops
- Housing stability supports
- Administration of the Department of Housing's **Eviction Prevention Program** for the region

If you want, I can also turn this into a polished **website layout**, **one-page PDF**, or **donor-friendly version** with improved flow, headings, and impact statements.