Racial Equity in Homelessness Response System Service Delivery
Greater Hartford
Coordinated Access Network

Introduction:

Coordinated Access is a standardized, system-wide process by which households experiencing a housing crisis can access the services they need to overcome that crisis and obtain stable housing. The state of Connecticut has been divided into seven different Coordinated Access Networks (CANs) which designed and implemented this process. The Hartford Sub-Continuum of Care (CoC) [3] with other regional partners is part of the Greater Hartford CAN (GH CAN). The GH CAN geographic area includes the towns of Andover, Avon, Bloomfield, Bolton, Canton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Farmington, Glastonbury, Granby, Hartford, Hebron, Manchester, Marlborough, Newington, Rocky Hill, Simsbury, Somers, South Windsor, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor and Windsor Locks. Throughout this report, "Greater Hartford" is defined as these towns. While the majority of people experiencing homelessness stay in Hartford where most emergency shelters are located, approximately 40% of people experiencing homelessness are from municipalities outside of Hartford.

As the coronavirus pandemic creates even larger gaps between white communities and communities of color, it is even more important to pay close attention to how we are helping those most in need. Nationally, Black, Indigenous, People of Color (BIPOC) are over-represented among people experiencing homelessness. Nationally, people who identify as Black represent 40% of people experiencing homelessness, while only 13% of the general population.[1] In Connecticut, people who identify as Black represent 30% of people experiencing homelessness, but only 10% of CT's general population. [2]

With a goal of making homelessness rare, brief, and non-reoccurring, Journey Home, as the backbone organization to Greater Hartford Coordinated Access Network (GH CAN), recognizes the importance of analyzing and monitoring the homeless services system in order to identify and work to eliminate disparities in the way that the CAN homelessness response system provides services. This study will assist in data-driven decision-making in the future as we continue to build the system through a racial equity lens. Racial equity is a component of social justice. Racial equity in the CAN means that all racial and ethnic groups are able to access all CAN resources and that the inequalities of structural racism that placed historically marginalized racial and ethnic groups at a disadvantage have been addressed such that we see equitable distribution of resources and equitable outcomes in the CAN. To achieve racial equity in the CAN, every racial and ethnic group must be valued equally and we must address avoidable inequalities, historical and contemporary injustices, and eliminate disparities in the CAN.

Prioritization for housing and services is based on specific criteria set by HUD and CoC policies. Housing discrimination based on race is illegal and race/ethnicity cannot be a factor used for determining housing prioritization. This study is intended to identify disparities among racial/ethnic groups through the main CAN processes. Although disparities are defined as any difference at all, for the purposes of this report, key disparities are identified as more than a 9% differential of

---

[1] National Alliance to End Homelessness Racial Equity Network (REN)

[2] Connecticut Coalition to End Homelessness report

[3] According to HUD, a CoC is a regional or local planning body that coordinates housing and services funding for homeless families and individuals; a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency.

the proportional representation of the racial/ethnic group or less than a 9% differential of the proportional representation of the racial/ethnic group. Key disparities are also identified as 25 days longer than average or 25 days shorter than average for any racial/ethnic group for the Length of Stay section.

It is also important to note that housing discrimination is illegal according to both State of Connecticut law and federal law (The Fair Housing Act). It is against the law to deny anyone housing on the basis of race, national origin, and several other protected classes. The GH CAN does not use race or ethnicity as an eligibility criteria for any housing program, does not use race or ethnicity in making decisions about prioritization for housing programs, and does not use race or ethnicity in making referrals to housing programs. However, this report is to help identify racial or ethnic disparities in our CAN system that may be the result of a number of systemic factors.

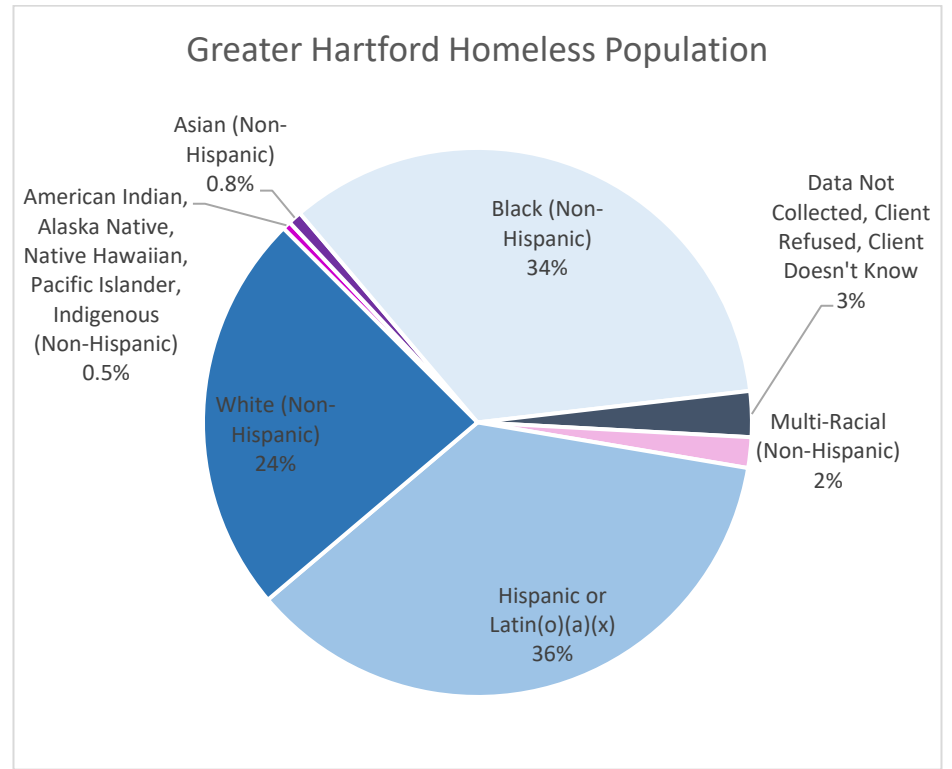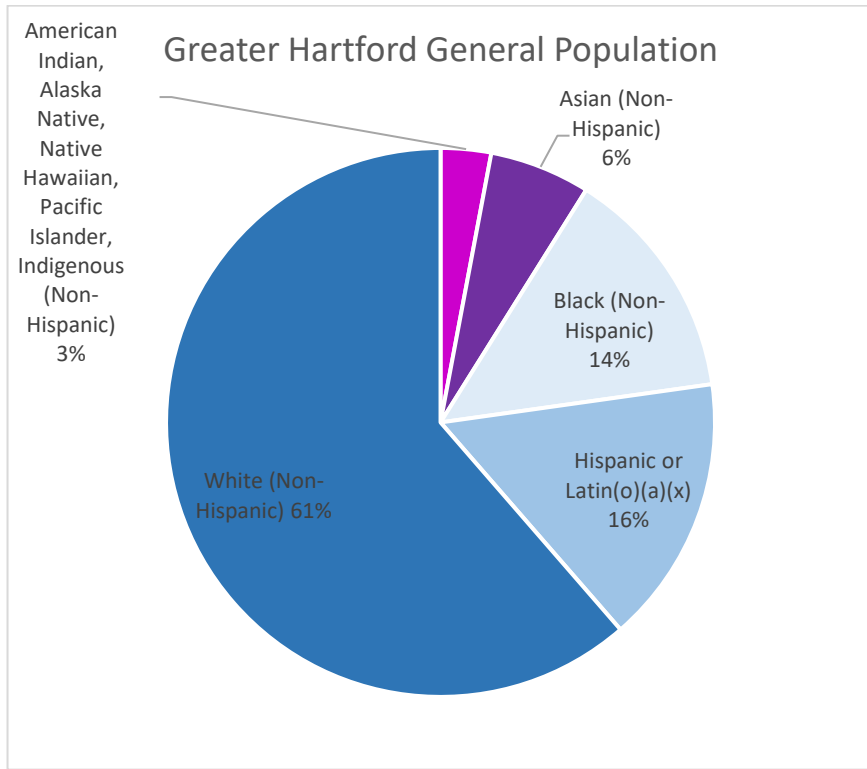**Racial/ethnic demographic categories:** The following categories are used throughout this report.

- American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous (Non-Hispanic)
- Data Not Collected, Client Refused, Client Doesn't Know (Non-Hispanic)   - Asian (Non-Hispanic)
- Black (Non-Hispanic)   - Hispanic or Latino/Latina/Latinx
- Multi-Racial (Non-Hispanic)   - White (Non-Hispanic)
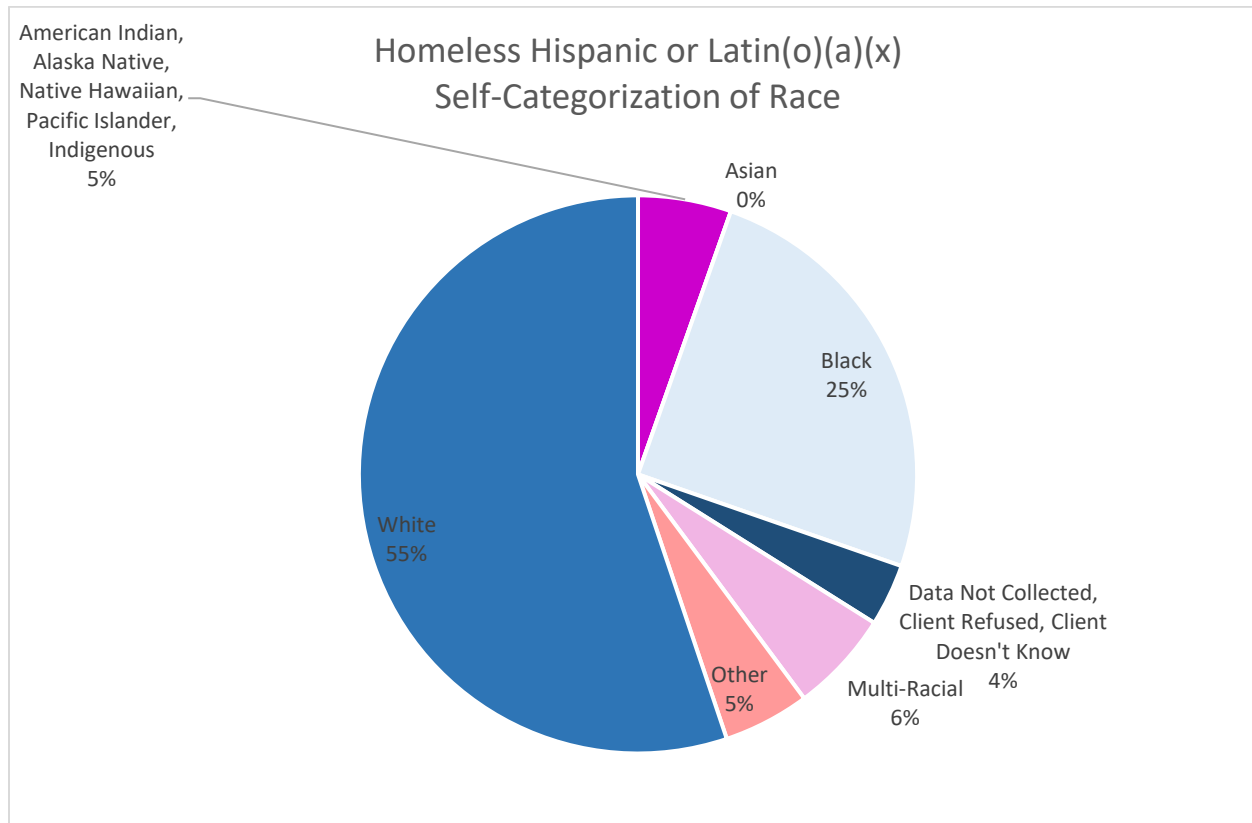
Note: To simplify the racial/ethnic demographic categories, all Hispanic clients (regardless of race) are included in Hispanic or Latin(o)(a)(x)''. The racial categories (American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous, Asian, Black, Multi-Racial, White) below only include Non-Hispanic clients. If clients identify as more than one race, they are categorized as 'Multi-Racial'. The category Hispanic (Latino/Latina/Latinx) will be simplified below and be named 'Hispanic or Latin(o)(a)(x)'. 'Latinx' refers to non-binary Hispanic clients or clients who do not wish to have a gender placed on their ethnic category. Latino and Latina are included because many Hispanics are not familiar with the term 'Latinx' or prefer to have the term 'Latino' or 'Latina', rather than 'Latinx'. The racial category 'Black' includes African-American and African.

Data Source: CTCANData.Org, CT-HMIS

Proportional representation of Racial/Ethnic groups experiencing homelessness in Greater Hartford

The first chart below displays the proportional representation of racial/ethnic groups in the general population of Greater Hartford. The second chart displays the proportional representation on the By-Name-List of people experiencing homelessness in the Greater Hartford Coordinated Access Network in 2021. The By-Name-List is a list extracted from the CT Homeless Management Information System (CT-HMIS) that identifies households experiencing homelessness. The third chart shows how Hispanic and Latin(o)(a)(x) homeless clients identify their own race.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Greater Hartford General Population

American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous (Non-Hispanic) 3%

Asian (Non-Hispanic) 6%

Black (Non-Hispanic) 14%

Hispanic or Latin(o)(a)(x) 16%

White (Non-Hispanic) 61%

Greater Hartford Homeless Population

Asian (Non-Hispanic) 0.8%

American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous (Non-Hispanic) 0.5%

Black (Non-Hispanic) 34%

Data Not Collected, Client Refused, Client Doesn't Know 3%

Multi-Racial (Non-Hispanic) 2%

Hispanic or Latin(o)(a)(x) 36%

White (Non-Hispanic) 24%

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

4

Homeless Hispanic or Latin(o)(a)(x) Self-Categorization of Race

American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous 5%

Asian 0%

Black 25%

White 55%

Other 5%

Multi-Racial 6%

Data Not Collected, Client Refused, Client Doesn't Know 4%

Source: CT-HMIS, CCEH, CTCANDATA.org, https://www.advancect.org/site-selection/town-profiles, 2021

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Initial Findings:

In 2021, in Greater Hartford, people who identify as Black represent 34% of people experiencing homelessness, but only 14% of the general population. People who identify as Hispanic or Latin(o)(a)(x) represent 36% of people experiencing homelessness, but only 16% of the general population. People who identify as White represent 24% of people experiencing homelessness, but 61% of the general population. Therefore, people who identify as Black and as Hispanic or Latin(o)(a)(x) are more likely (as a percentage of their proportional representation) to experience homelessness, and people who identify as White are less likely (as a percentage of their proportional representation) to experience homelessness in Greater Hartford. While people who identify as Asian represent 6% of the general population, only 0.8% of people experiencing homelessness identify as Asian. Therefore, people who identify as Asian are also underrepresented among those who experience homelessness. It is difficult to demonstrate trends and disparities with the American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous, Asian, and Multi-Racial groups because their representation is so small compared to the other groups experiencing homelessness, and so one or two people in these groups could dramatically skew data. However, we have included them in each section below in order to have a more complete picture of the system. More than half of Hispanic and Latin(o)(a)(x) clients identify their racial category as White. 25% of Hispanic and Latin(o)(a)(x) clients identify their racial category as Black. While the homelessness system identifies a Multi-Racial category, this same category was not available for the general population.
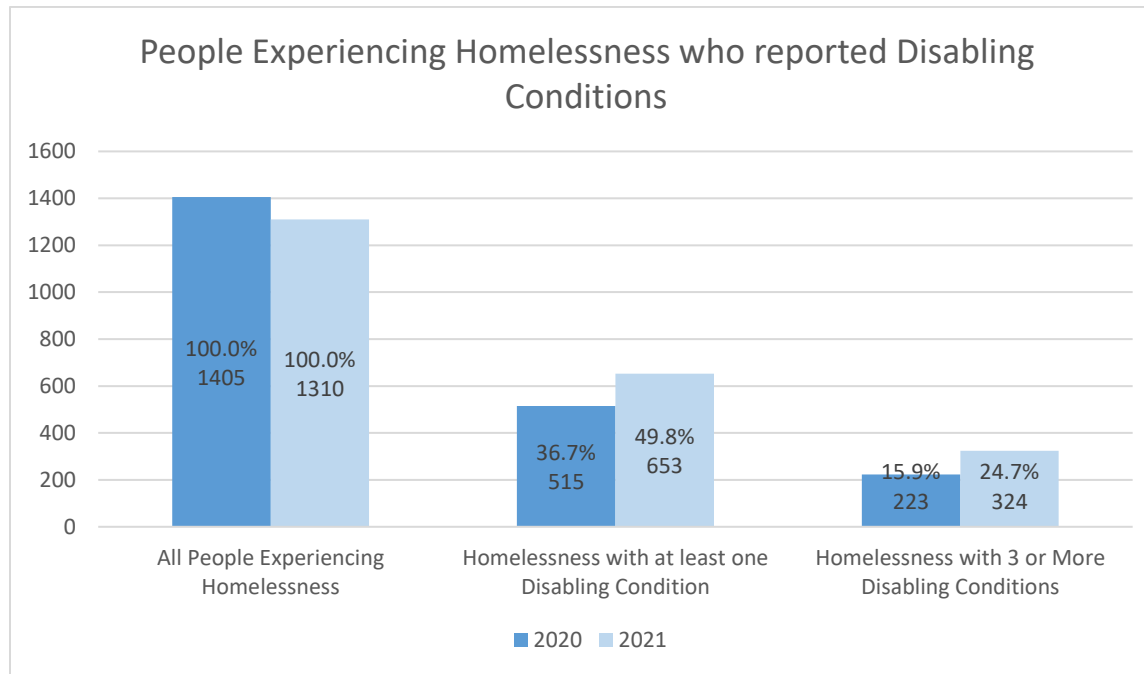
Disabling Conditions Reported

When clients enter shelter or outreach programs, they are asked a series of questions related to whether they have any disabling conditions, and what types and the responses are recorded in the Connecticut-Homeless Management Information System (CT-HMIS). The following are the different data elements captured.

Clients were asked if they have a disabling condition based on one or more of the following: a physical disability, chronic health condition or chronic illness, including acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV), mental health disorder or emotional impairment, including an impairment caused by alcohol or substance abuse, post-traumatic stress disorder, or brain injury that: 1) is expected to be long-continuing or of indefinite duration; 2) substantially impedes the individual's ability to live independently; and 3) could be improved by the provision of more suitable housing conditions. Clients were also asked how many of these disabling conditions they have. Note: There is sometimes a stigma associated with disabling conditions, and so some disabling conditions may be under-reported by some clients.

The following charts cover data from Jan. 1, 2020 to Dec. 31, 2020, and from Jan. 1, 2021 to Dec. 31, 2021 and show the percentage of people with any disabling condition. In the first chart, the numerator is the number of people in each racial/ethnic group and the denominator is the total number of people in shelter or outreach enrollments in 2021. In the second chart, the numerator is the number of people in each racial/ethnic group who self-reported having a disabling condition, and the denominator is the number of people *in all racial/ethnic groups* who self-reported having the condition/disability in shelter or outreach

enrollments. In the third chart, the numerator is the number of people in each racial/ethnic group who self-reported having a disabling condition, and the denominator is the number of people *in each racial/ethnic group experiencing homelessness*.
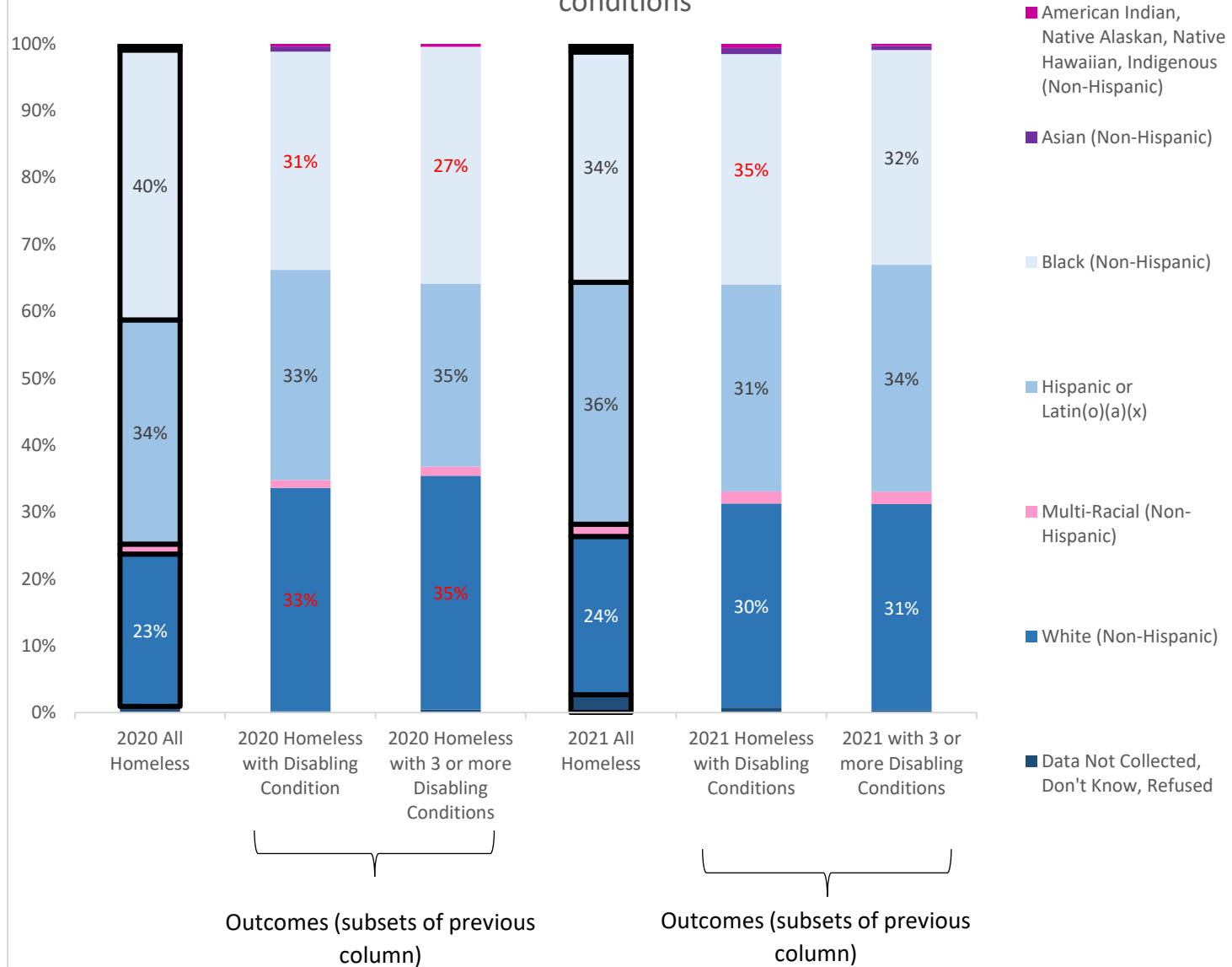
The following charts cover data from Jan. 1, 2020 to Dec. 31, 2020, and from Jan. 1, 2021 to Dec. 31, 2021 and show the percentage of people with three or more disabling conditions. In the first chart, the numerators are the number of all people experiencing homelessness (first set of columns), the number of people experiencing homelessness with at least one disabling condition (second set of columns) and the number of people experiencing homelessness with three or more disabling conditions (third set of columns). The denominator in all three sets of columns is the total number of people in shelter or outreach enrollments in 2021, regardless of disabling conditions.

People Experiencing Homelessness who reported Disabling Conditions

In the second chart, the numerators are the number of people *in each* racial/ethnic group and the denominators are the number of people *in all* racial/ethnic groups.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Percent of each racial/ethnic group overall and with reported disabling conditions

American Indian, Native Alaskan, Native Hawaiian, Indigenous (Non-Hispanic)

Asian (Non-Hispanic)

Black (Non-Hispanic)

Hispanic or Latin(o)(a)(x)

Multi-Racial (Non-Hispanic)

White (Non-Hispanic)

Data Not Collected, Don't Know, Refused

2020 All Homeless — 40%, 34%, 23%
2020 Homeless with Disabling Condition — 31%, 33%, 33%
2020 Homeless with 3 or more Disabling Conditions — 27%, 35%, 35%
2021 All Homeless — 34%, 36%, 24%
2021 Homeless with Disabling Conditions — 35%, 31%, 30%
2021 with 3 or more Disabling Conditions — 32%, 34%, 31%

Outcomes (subsets of previous column)

Outcomes (subsets of previous column)

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

9

Racial/Ethnic group	2020 All Homeless	2020 Homeless with Disabling Condition	2020 Homeless with 3 or more Disabling Conditions	2021 All Homeless	2021 Homeless with Disabling Condition	2021 Homeless with 3 or more Disabling Conditions
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	0.4% (5)	0.4% (2)	0.4% (1)	0.5% (6)	0.6% (4)	0.3% (1)
Asian	0.6% (8)	0.8% (4)	0.0% (0)	0.8% (10)	0.9% (6)	0.6% (2)
Black	40.4% (567)	32.6% (168)	35.4% (79)	34.4% (451)	34.5% (225)	32.1% (104)
Hispanic or Latin(o)(a)(x)	33.5% (471)	31.5% (162)	27.4% (61)	36.2% (474)	30.9% (202)	34.0% (110)
Multi-Racial	1.5% (21)	1.2% (6)	1.3% (3)	1.8% (24)	1.8% (12)	1.9% (6)
White	22.8% (320)	33.4% (172)	35.0% (78)	23.7% (310)	30.5% (199)	30.9% (100)
Data Not Collected, Client Refused, Client Doesn't Know	0.9% (13)	0.2% (1)	0.4% (1)	2.7% (35)	0.8% (5)	0.3% (1)
Total	100% (1405)	100% (515)	100% (223)	100% (1310)	100% (653)	100% (324)

Initial Findings:

In 2020, while White clients represented 23% of people experiencing homelessness, 33% of people who reported having a disabling condition were White clients. While Black clients represented 40% of people experiencing homelessness, 31% of people who reported having a disabling condition were Black clients. Therefore, more White clients and fewer Black clients (as a percentage of their proportional representation and as a percentage of each racial/ethnic group) reported having a disabling condition. In 2020, while White clients represented 23% of people experiencing homelessness, 35% of people who reported having three or more disabling condition were White clients. While Black clients represented 40% of people experiencing homelessness, 27% of people who reported

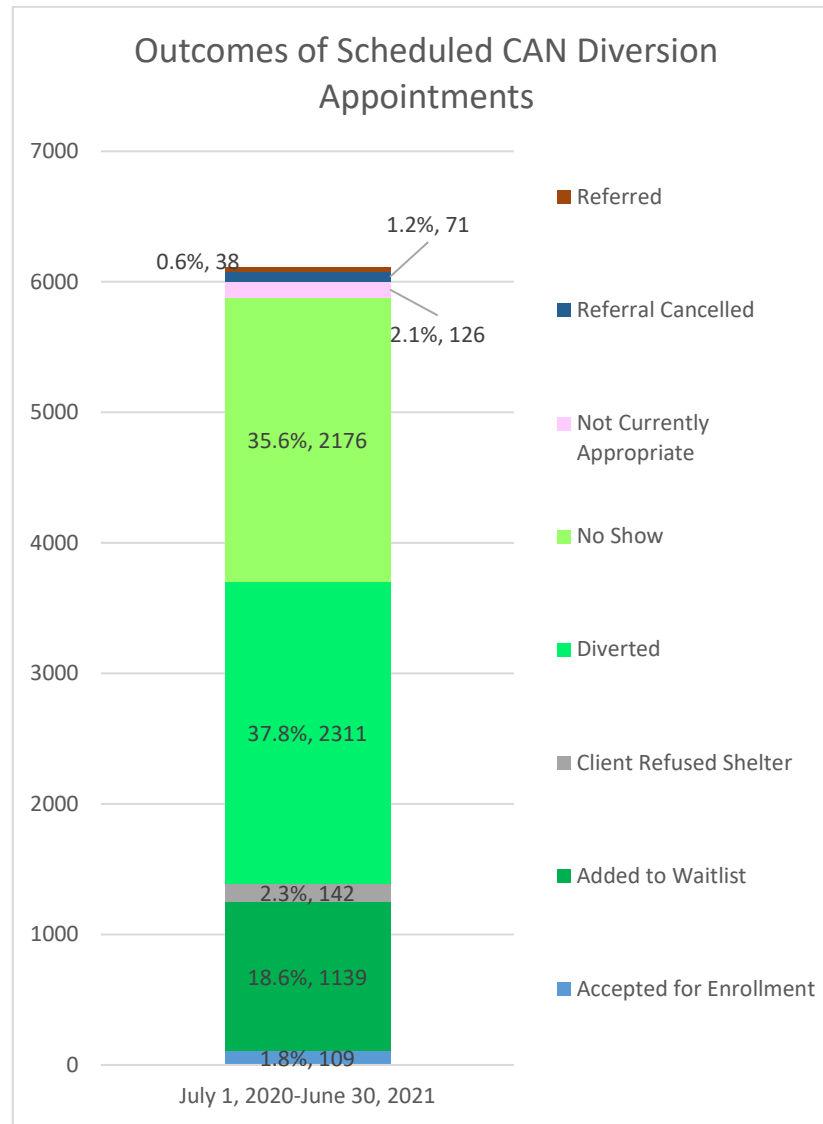JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

having 3 or more disabling conditions were Black clients. Therefore, more White clients and fewer Black clients (as a percentage of their proportional representation) reported having three or more disabling conditions.

CAN Assessment Outcomes

In the state of Connecticut, 211 operates as our front door for all homeless services statewide, and all community providers refer to 211. All households experiencing homelessness or housing instability who are seeking housing resources must be directed to 211 to begin the process for accessing homeless services and programming. By calling 211, they will be able to connect with someone who will discuss their current situation and exhaust all community resources and options with them at one time. 211's Housing Specialists will do a basic assessment to determine the immediacy of the household's housing crisis and to triage for other possible resources outside of the CAN that may solve the household's crisis. If the household is deemed appropriate for a CAN diversion appointment, 211 will schedule the next available appointment. Note that some unsheltered clients already experiencing homelessness work directly with an outreach worker and do not go through the 211 and diversion process. The following chart shows the CAN diversion appointment outcomes for this study:

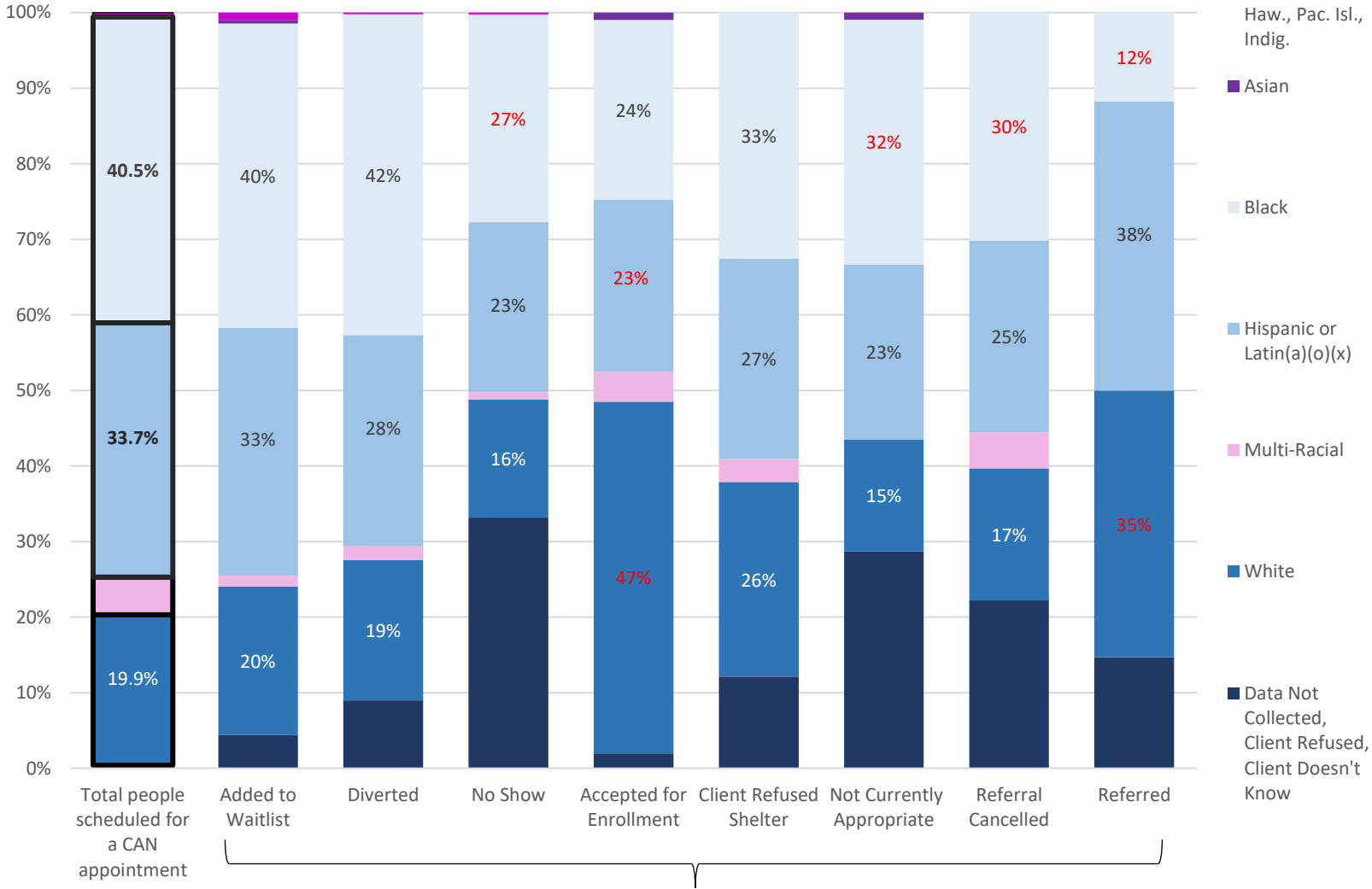- **CAN Diversion Appointment Outcomes**
    - ❖ Accepted for Enrollment – Household was enrolled in a shelter program, housing program, triage program, warming center, or a temporary hotel placement. In Greater Hartford, this outcome during this time period was not for placement in housing programs.
    - ❖ Added to waitlist – Household is added to *stabilization list* (prioritized list for shelter) based on local prioritization
    - ❖ Client refused shelter – Client does not accept an available emergency shelter bed.
    - ❖ Diverted - Alternate resources identified during the CAN appointment.
    - ❖ No Show – Client did not attend appointment, and was unable to reached by phone after three attempts
    - ❖ Not Currently Appropriate - Household is not eligible for homeless services resources at the time of the CAN appointment.   Client may be reporting different circumstances to CAN staff compared to information provided to 2-1-1. Client may not be presenting for emergency shelter, and/or imminent risk of homelessness may not be within CAN-defined timeframe. For example, the client actually has two months instead of two days to temporarily stay where they currently are staying.
    - ❖ Referral Cancelled - client called back and requested a cancellation of CAN appointment.
    - ❖ Referred - Status will appear until the CAN appointment is processed.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Outcomes of Scheduled CAN Diversion Appointments

July 1, 2020-June 30, 2021

Legend:
- Referred
- Referral Cancelled
- Not Currently Appropriate
- No Show
- Diverted
- Client Refused Shelter
- Added to Waitlist
- Accepted for Enrollment

Data labels:
- 1.2%, 71
- 0.6%, 38
- 2.1%, 126
- 35.6%, 2176
- 37.8%, 2311
- 2.3%, 142
- 18.6%, 1139
- 1.8%, 109

The following chart displays the outcomes of CAN Diversion appointments by racial/ethnic groups. The first column shows the total population, and the following columns are mutually exclusive subsets of the first column.

12

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

CAN Diversion Outcomes July 1, 2020-June 30, 2021

Legend:
- Amer. Ind., Alas. Nat., Nat. Haw., Pac. Isl., Indig.
- Asian
- Black
- Hispanic or Latin(a)(o)(x)
- Multi-Racial
- White
- Data Not Collected, Client Refused, Client Doesn't Know

Total people scheduled for a CAN appointment:
- 40.5%
- 33.7%
- 19.9%

Added to Waitlist: 40%, 33%, 20%
Diverted: 42%, 28%, 19%
No Show: 27%, 23%, 16%
Accepted for Enrollment: 24%, 23%, 47%
Client Refused Shelter: 33%, 27%, 26%
Not Currently Appropriate: 32%, 23%, 15%
Referral Cancelled: 30%, 25%, 17%
Referred: 12%, 38%, 35%

Outcomes (subsets of first column)

14

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

CAN Diversion Outcomes Table

7/1/2020-6/30/2021	Total people scheduled for a CAN Diversion Appointment	Added to Waitlist	Diverted	No Show	Accepted for Enrollment	Client Refused Shelter	Not Currently Appropriate	Referral Cancelled	Referred
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	0.4% (21)	1.0% (10)	0.2% (4)	0.2% (4)	0.0% (0)	0.0 %(0)	0.0% (0)	0.0% (0)	0.0% (0)
Asian	0.2% (10)	0.4% (4)	0.0% (0)	0.1% (2)	1.0% (1)	0.0% (0)	0.9% (1)	0.0% (0)	0.0% (0)
Black	40.5% (2144)	40% (393)	42% (751)	27% (536)	24% (24)	33% (43)	32% (35)	30% (19)	12% (4)
Hispanic or Latin(o)(a)(x)	33.7% (1783)	33% (320)	28% (493)	23% (440)	23% (23)	27% (35)	23% (25)	25% (16)	38% (13)
Multi-Racial	5% (264)	1.4% (14)	1.9% (33)	1.9% (18)	0.9% (4)	4% (4)	0% (0)	4.8% (3)	0% (0)
White	19.9% (1055)	20% (192)	19% (329)	16% (305)	47% (47)	26% (34)	15% (16)	17% (11)	35% (12)
Data Not Collected, Client Refused, Client Doesn't Know	0.4% (21)	4% (43)	9% (159)	33% (648)	2% (2)	11% (16)	29% (31)	22% (14)	15% (5)
Total	100% (5288)	100% (972)	100% (1769)	100% (1951)	100% (100)	100% (132)	100% (107)	100% (63)	100% (34)

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Initial Findings:
During July 1, 2020 to June 30, 2021, while Black clients represented 40.5% of people scheduled for a CAN appointment, 27% of all clients who had an outcome of 'No Show' were Black clients. While Hispanic or Latin(o)(a)(x) clients represented 33.7% of people scheduled for a CAN appointment, 23% of all clients who had an outcome of 'No Show' were Hispanic or Latin(o)(a)(x) clients. Therefore, fewer Black clients and fewer Hispanic or Latin(o)(a)(x) clients (as a percentage of their proportional representation) had an outcome of 'No Show'. However, when you subtract the 'Data Not Collected' number from the denominator, these disparities decrease.
During July 1, 2020 to June 30, 2021, while Black clients represented 40.5% of people scheduled for a CAN appointment, 24% of all clients who were 'Accepted for Enrollment' were Black clients. While Hispanic or Latin(o)(a)(x) clients represented 33.7% of people scheduled for a CAN appointment, 23% of all clients who were 'Accepted for Enrollment' were Hispanic or Latin(o)(a)(x) clients. While White clients represented 19.9% of people scheduled for a CAN assessment, 47% of all clients who were 'Accepted for Enrollment' were White clients. Therefore, fewer Black clients and Hispanic or Latin(o)(a)(x) clients and more White clients (as a percentage of their proportional representation) were 'Accepted for Enrollment'. It should be noted that the CAN process has changed since the time period that this data was collected, and currently no one is being accepted for enrollment (into shelter) at the CAN diversion appointment, and there is a new outcome category called, 'Referred to Outreach', which is used for people who are reporting to be unsheltered and who may need shelter.
During July 1, 2020 to June 30, 2021, while Hispanic or Latin(o)(a)(x) clients represented 33.7% of people scheduled for a CAN appointment, 23% of all clients who had an outcome of 'Not Currently Appropriate' were Hispanic or Latin(o)(a)(x) clients. Therefore, fewer Hispanic or Latin(o)(a)(x) clients (as a percentage of their proportional representation) had an outcome of 'Not Currently Appropriate'. However, when you subtract the 'Data Not Collected' number from the denominator, this disparity decreases.
During July 1, 2020 to June 30, 2021, while Black clients represented 40.5% of people scheduled for a CAN appointment, 30% of people who had an outcome of 'Referral Cancelled' were Black clients. Therefore, fewer Black clients (as a percentage of their proportional representation) had an outcome of 'Referral Cancelled'. However, when you subtract the 'Data Not Collected' number from the denominator, this disparity decreases.
During July 1, 2020 to June 30, 2021, while Black clients represented 42.6% of people scheduled for a CAN assessment, 12% of all people who had an outcome of 'Referred' were Black clients. While White clients represented 19.9% of people scheduled for a CAN assessment, 35% of people who had an outcome of 'Referred' were White clients. Therefore, fewer Black clients and more White clients (as a percentage of their proportional representation) had an outcome of 'Referred'.

By-Name-List Status

After clients attend CAN Diversion appointments and enter emergency shelter or are enrolled in homeless outreach programs (for unsheltered people), the shelters or outreach staff should complete a Vulnerability Index, Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment. When a VI-SPDAT is completed, this process adds the household to the By-Name-List (BNL). The CAN has established policies on when to complete the VI-SPDAT. The By-Name-List is a list extracted from CT Homeless Management Information System (HMIS) that displays households experiencing homelessness and is used for all housing referrals to CAN housing programs. When an individual is not on the By-Name-List, they can "fall through the cracks" as they will not appear on the list that is presented to the CAN for housing referrals which creates a barrier to accessing housing.   The following information shows completion rates of VI-SPDATS by racial/ethnic groups over the past two years. We would not expect to see 100% completion, because many people leave shelter or outreach programs before the initial two weeks are completed. This practice of waiting two weeks is also not consistently used across all shelters currently. We also don't know if more or less of any of these racial/ethnic groups stayed less than two weeks at a greater percentage than other racial/ethnic groups.

The following charts show the number of each ethnic group not on the BNL, the number of each ethnic group who had a VI-SPDAT and are on the BNL, and the percentage of each ethnic group who had a VI-SPDAT assessment and are on the BNL.   The numerator of the percentage is the total number of the racial/ethnic group on the BNL and the denominator is the total people of each racial/ethnic group in shelter and outreach enrollments.

7/1/2020-6/30/2021	Not on BNL	Total on BNL	Total % on BNL
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	0	5	100%
Asian	3	8	73%
Black	144	589	80%
Hispanic or Latin(o)(a)(x)	142	372	72%
Multi-Racial	2	19	90%
White (Non-Hispanic)	114	383	77%

Data Not Collected, Client Refused, Client Doesn't Know	11	12	52%
ALL	416	1388	77%

Note: This data is calculated using shelter enrollments in CT HMIS and it is unknown how many enrollments are less than 14 days.

Initial Findings:
During July 1, 2020 to June 30, 2021, while the average completion rate for all clients was 77%, there were more VI-SPDAT assessments completed (100%) for American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous clients. There were also more VI-SPDAT assessments completed (90%) for Multi-Racial clients.   Therefore, more American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous clients and more Multi-Racial clients (as a percentage of their proportional representation) had VI-SPDAT assessments completed than other racial/ethnic groups.
NOTE: One recommendation Journey Home (and other entities) has made, and is already taking place is to phase out the current VI-SPDAT assessment, which will hopefully correct future disparities in this section. The VI-SPDAT and current By-Name-List is being phased out on a statewide basis, and will be replaced with a more comprehensive version of a By-Name-List that will include all enrollments of individuals experiencing homelessness without an assessment being required to be completed.

Length of Time Homeless – *Time spent enrolled in Emergency Shelter or Outreach Programs or Believed to Be Homeless*

Journey Home is working towards the goal of making homelessness as brief as possible. Making homelessness brief is measured by the time an individual spends enrolled in an emergency shelter or outreach program and on the By-Name-List. Individuals are marked as inactive on the By-Name-List when there is no activity (new enrollments, bed nights in shelter, calls to 211, case notes) in HMIS for 45 days and when three attempts to contact the client have been made with no response. The following charts display information on length of stay in Greater Hartford.

Average and Median Number of Days Active on By-Name-List
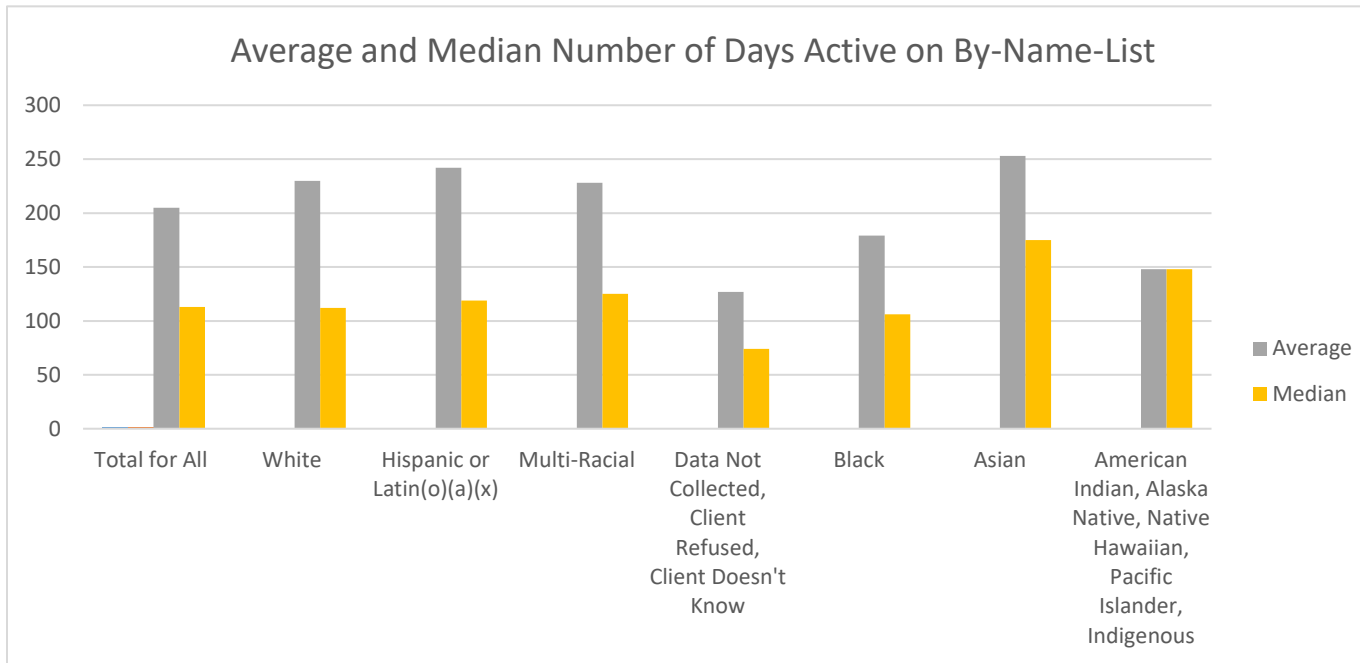
Number of Days Clients Experienced Homelessness from July 1, 2020 to June 30, 2021		
	Average	Median
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	148	148
Asian	253	175
Black	179	106
Hispanic or Latin(o)(a)(x)	242	119
Multi-Racial	228	125
White	230	111
Data Not Collected, Client Refused, Client Doesn't Know	127	74
Total Average for All	205	113

Initial Findings:

During July 1, 2020 to June 30, 2021, Asian clients and Hispanic or Latin(o)(a)(x) had noticeably longer (more than 30 days longer) than average lengths of stay in shelter and outreach programs or were believed to be homeless than other racial/ethnic groups. American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous clients had noticeably shorter (more than 30 days shorter) than the average lengths of stay in shelter and outreach programs or were believed to be homeless than for all racial/ethnic groups. American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous clients, and Asian clients had noticeably longer (more than 30 days longer) than the median time spent in shelter and outreach programs or were believed to be homeless than other racial/ethnic groups.

JOURNEYHOME
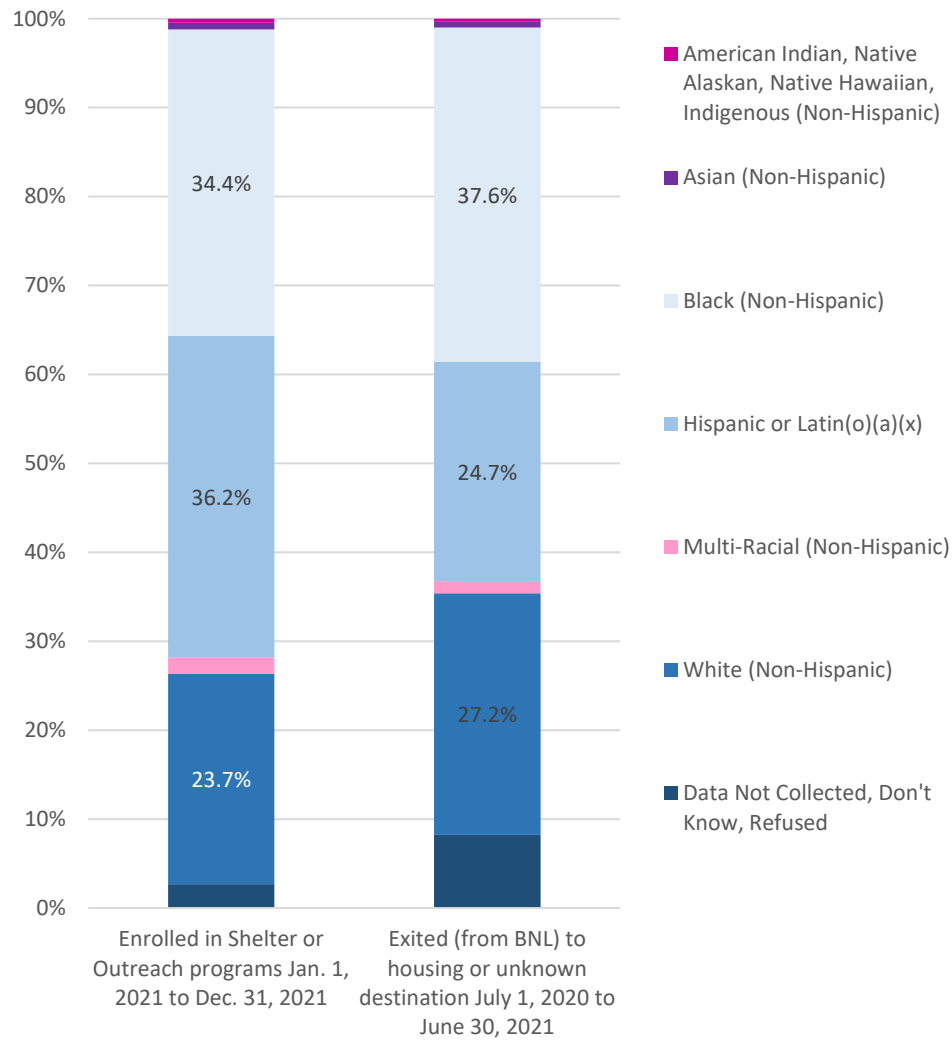TOGETHER WE CAN END HOMELESSNESS

Housing Interventions – *Individuals Exiting Homelessness*

If an individual experiencing homelessness has income that can sustain an apartment, they will be provided housing search assistance to utilize rapid exit funding. Rapid Exit assistance includes a minimum of first month's rent and/or security deposit, and the term refers to rapidly 'exiting' the shelter system/homelessness. If individuals do not have sufficient income, they are referred to rapid rehousing and permanent supportive housing and subsidy only programs when available. Rapid Rehousing and Permanent Supportive Housing program and subsidy only vacancies are filled using the By-Name List through the CAN at the Housing Solutions meetings. Individuals are matched to programs based on their priority on the By-Name-List and discussions at the Housing Solutions meetings. When people become housed (either by an intervention or by self-resolving) or they have left shelter or outreach programs and we are not certain of their destination and don't appear to be accessing the CAN system for 45 days, they are removed from the BNL (marked as inactive). When they are removed from the BNL, each person is marked as falling into one of the following categories.
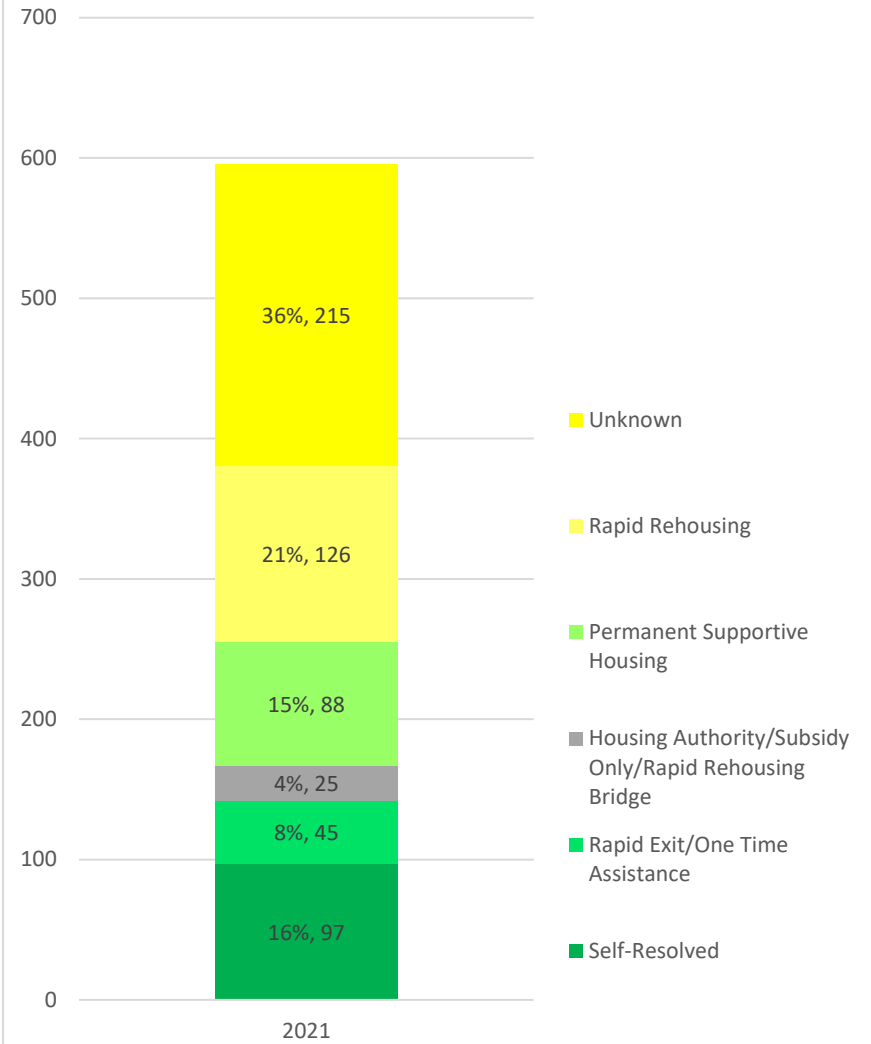
- ❖ Self-Resolved (self-paid or with family/friends)
- ❖ Rapid Rehousing - permanent housing with time limited financial assistance and case management
- ❖ Housing Authority/Subsidy Only - (Mainstream, RAP, EHV, other voucher with no ongoing services attached)
- ❖ Rapid Exits (one time assistance) = security deposit/first month's rent, no ongoing services
- ❖ Unknown (Blanks, Data Not Collected, No Exit Interview) (we are no certain of their destination)
- ❖ Permanent Supportive Housing - permanent housing with subsidy and services attached, must have verified disabling condition

The following charts show the housing intervention (or Self-Resolved or Unknown destinations) by racial/ethnic groups in FY20 and FY21. The chart below shows the percentage of each racial/ethnic group who have been removed from the BNL and marked into each housing intervention (or self-resolved or unknown destination). The numerator is the number of each racial/ethnic group and the denominator is the total people who entered each housing intervention (or self-resolved or unknown destination). The '% of People on the BNL' is the percentage of each racial/ethnic group out of all people on the BNL. The numerator is the number of each racial/ethnic group and the denominator is the total people on the BNL. The '% of People Removed from the BNL' is the percentage of each racial/ethnic group who were removed from the BNL due to them entering one of the destinations below or an unknown destination (meaning they disappeared from our system, and no one in the CAN knows their destination). The numerator is the number of people in each racial/ethnic group, and the denominator is the total people removed from the BNL.
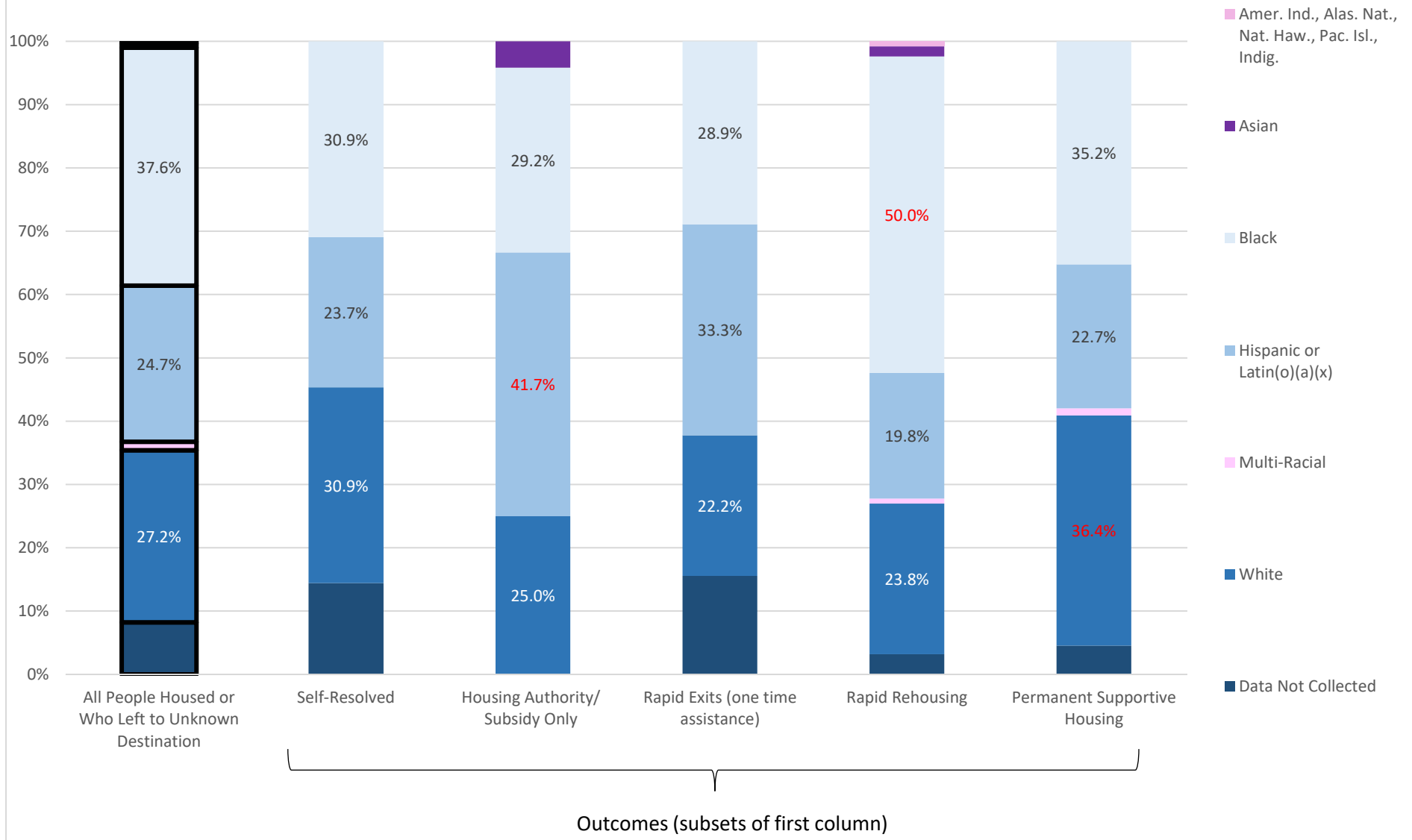
Comparing Enrollments to Exits

Category	Enrolled in Shelter or Outreach programs Jan. 1, 2021 to Dec. 31, 2021	Exited (from BNL) to housing or unknown destination July 1, 2020 to June 30, 2021
Black (Non-Hispanic)	34.4%	37.6%
Hispanic or Latin(o)(a)(x)	36.2%	24.7%
White (Non-Hispanic)	23.7%	27.2%

Legend:
- American Indian, Native Alaskan, Native Hawaiian, Indigenous (Non-Hispanic)
- Asian (Non-Hispanic)
- Black (Non-Hispanic)
- Hispanic or Latin(o)(a)(x)
- Multi-Racial (Non-Hispanic)
- White (Non-Hispanic)
- Data Not Collected, Don't Know, Refused

CAN Housing Interventions

2021:
- Unknown: 36%, 215
- Rapid Rehousing: 21%, 126
- Permanent Supportive Housing: 15%, 88
- Housing Authority/Subsidy Only/Rapid Rehousing Bridge: 4%, 25
- Rapid Exit/One Time Assistance: 8%, 45
- Self-Resolved: 16%, 97

22

CAN Housing Interventions by Race/Ethnicity

July 1, 2020 to June 30, 2021, Housing Interventions - Individuals	All people housed or who left to unknown destinations	Self-Resolved	Housing Authority/ Subsidy Only	Rapid Exits (one time assistance)	Rapid Rehousing	Permanent Supportive Housing	Unknown (Blanks)
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	0.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Asian	0.7% (4)	0.0% (0)	4.2% (1)	0.0% (0)	1.6% (2)	0.0% (0)	0.5% (1)
Black	37.6% (224)	30.9% (30)	29.2% (7)	28.9% (13)	50.0% (63)	35.2% (31)	36.7% (79)
Hispanic or Latin(o)(a)(x)	24.7% (147)	23.7% (23)	41.7% (10)	33.3% (15)	19.8% (25)	22.7% (20)	25.1% (54)
Multi-Racial	1.3% (8)	0.0% (0)	0.0% (0)	0.0% (0)	0.8% (1)	1.1% (1)	2.8% (6)
White	27.2% (162)	30.9% (30)	25.0% (6)	22.2% (10)	23.8% (30)	36.4% (32)	25.1% (54)
Data Not Collected, Client Refused, Client Doesn't Know	8.2% (49)	14.4% (14)	0.0% (0)	15.6% (7)	3.2% (4)	4.5% (4)	9.3% (20)
Total	100% (596)	100% (97)	100% (24)	100% (45)	100% (126)	100% (88)	100% (215)

Initial Findings:

While the timelines are not completely the same, (Jan. 1, 2021 to Dec. 31, 2021 vs. July 1, 2020-June 30, 2021) there was a noticeable difference in the proportional representation of racial/ethnic groups who were enrolled in shelter and outreach programs vs those who were housed or left homelessness to an unknown destination (from the BNL). While Hispanic or Latin(o)(a)(x) clients represented 36% of people enrolled in shelter and housing programs, Hispanic or Latin(o)(a)(x) clients represented 24.7% of those who were housed or left to an unknown destination. Therefore, Hispanic or Latin(o)(a)(x) clients were less likely (as a percentage of their proportional representation) to have gotten housed or left to an unknown destination.

During July 1, 2020 to June 30, 2021, while Hispanic or Latin(o)(a)(x) clients represented 24.7% of all people who exited the By-Name-List, 41.7% of people who entered *housing authority/subsidy only* programs were Hispanic or Latin(o)(a)(x) clients. Therefore, more Hispanic or Latin(o)(a)(x) clients (as a percentage of their proportional representation) entered *housing authority/subsidy only* programs.

During July 1, 2020 to June 30, 2021, while Black clients represented 37.6% of all people who exited the By-Name-List, 50% of people who entered *rapid rehousing programs* were Black clients. Therefore, more Black clients (as a percentage of their proportional representation) entered *rapid rehousing programs*.

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

During July 1, 2020 to June 30 2021, while White clients represented 27.2% of all people who exited the By-Name-List, 36.4% of people who entered permanent supportive housing were White clients. Therefore, more White clients (as a percentage of their proportional representation) entered permanent supportive housing.
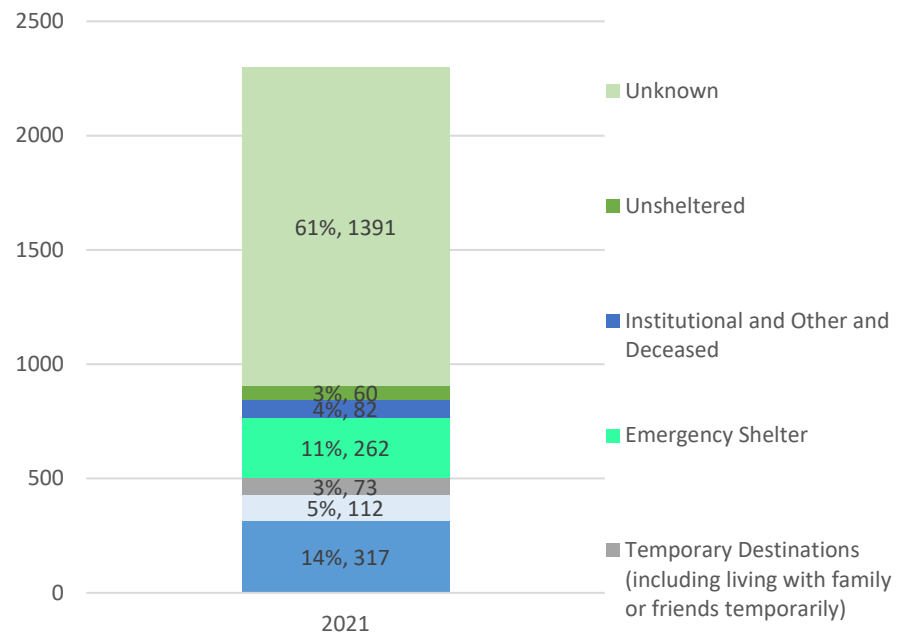
Exit Destinations – *Individuals Exiting Homelessness*

Making homelessness non-reoccurring relies heavily on where individuals end up when they exit homelessness. All exit destinations except for Permanent are considered a negative outcome with the exception of shelter to shelter transfers.
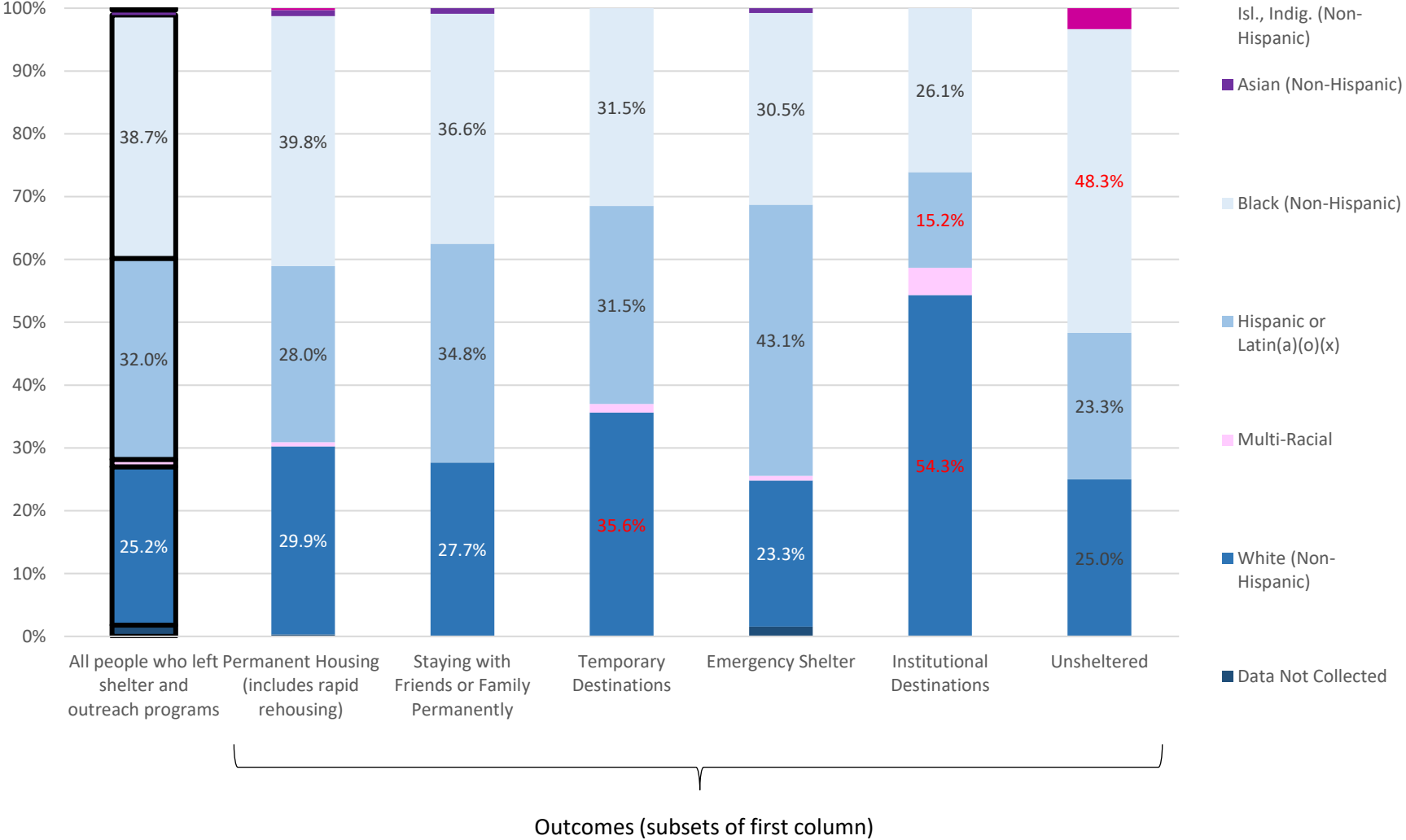
- Permanent Destinations (includes all rental by clients, owned by client with ongoing housing subsidy, owned by client without ongoing housing subsidy, permanent housing (other than rapid rehousing) for formerly homeless persons, rental by client in a public housing unit, rental by client with Housing Choice Voucher (tenant based or project based), rental by client no ongoing housing subsidy, rental by client with other ongoing housing subsidy, rental by client with rapid rehousing or equivalent housing subsidy, rental by client with Veterans Assistance in Supportive Housing (VASH) subsidy)
- Temporary (Staying with family/friends temporarily, transitional housing for homeless individuals, safe haven, paying for hotel without government or charity assistance, half-way house or residential program
- Emergency Shelter, including hotel paid for by government or charity
- Institutional destinations (Jail, Prison, Juvenile Detention Center, Hospital, Long-term Care facility, Nursing home, Psychiatric hospital or facility, Substance Abuse Treatment Facility or Detox)
- Unknown (Blanks, Data Not Collected, No Exit Interview)
- Unsheltered (Place not meant for human habitation)

The following charts show the destinations where people went after they exited shelter or outreach programs and the proportional representation of each racial/ethnic group during July 1, 2020 to June 30, 2021. In the second chart in the first column, in each percentage, the numerator is the number of each racial/ethnic group and the denominator is the total people who entered all housing destinations. In the following columns, the numerator is the number of each racial/ethnic group and the denominator is the total people who left shelter and outreach programs to each type of destination. 'Unknown' means they disappeared from our system, and the CAN does not know their destination.

Exit Destinations to where People who Left
Shelter and Outreach programs went

- Unknown
- Unsheltered
- Institutional and Other and Deceased
- Emergency Shelter
- Temporary Destinations (including living with family or friends temporarily)
- Living with Friends or Family (Permanently)
- Permanent Destinations

61%, 1391
3%, 60
4%, 82
11%, 262
3%, 73
5%, 112
14%, 317

2021

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

Exit Destinations by Race/Ethnicity

July 1, 2020 to June 30, 2021, Exit Destinations	All people who left shelter and outreach programs	Permanent Housing (including RRH)	Staying with Friends or Family Permanently	Temporary Destinations	Emergency Shelter	Institutional	Unsheltered
American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous	0.3% (7)	0.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	3.3% (2)
Asian	0.8% (18)	1.0% (3)	0.9% (1)	0.0% (0)	0.8% (2)	0.0% (0)	0.0% (0)
Black	38.7% (890)	39% (125)	36.6% (41)	31.5% (23)	30.5% (80)	28% (23)	48.3% (29)
Hispanic or Latin(o)(a)(x)	32% (735)	28% (88)	34.8% (39)	31.5% (23)	43.1% (113)	19.5% (16)	23.3% (14)
Multi-Racial	1.2% (27)	0.6% (2)	0.0% (0)	1.4% (1)	0.8% (2)	2.4% (2)	0.0% (0)
White	25.2% (579)	29.9% (94)	27.7% (31)	35.6% (26)	23.3% (61)	50% (41)	25% (15)
Data Not Collected, Client Refused, Client Doesn't Know	1.8% (41)	0.3% (1)	0.0% (0)	0.0% (0)	1.5% (4)	0.0% (0)	0.0% (0)
Total	100% (1,906)	100% (314)	100% (112)	100% (73)	100% (262)	100% (82)	100% (60)

Initial Findings:

During July 1, 2020 to June 30, 2021, while White clients represented 25.2% of all people who exited shelter and outreach programs, 35.6% of people who exited to *Temporary* destinations were White clients. Therefore, more White clients (as a percentage of their proportional representation) exited *to Temporary* destinations.

During July 1, 2020 to June 30, 2021, while Hispanic or Latin(o)(a)(x) clients represented 32% of all people who exited shelter and outreach programs, 43.1% of people who exited to *Emergency Shelter* were Hispanic or Latin(o)(a)(x) clients. Therefore, more Hispanic or Latin(o)(a)(x) clients exited to *Emergency Shelter* (as a percentage of their proportional representation).

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

During July 1, 2020 to June 30, 2021, while Black clients represented 38.7% of people who exited shelter and outreach programs, 26.1% of people who exited to *Institutional destinations* were Black clients. While Hispanic or Latin(o)(a)(x) clients represented 32% of all people who exited shelter and outreach programs, 15.2% of people who exited to *Institutional destinations* were Hispanic or Latin(o)(a)(x) clients. While White clients represented 25.2% of all people who exited shelter and outreach programs, 54.3% of clients who exited to *Institutional destinations* were White clients. Therefore, fewer Black clients, fewer Hispanic or Latin(o)(a)(x) clients and more White clients (as a percentage of their proportional representation) exited to *Institutional destinations*.

While Black clients represented 35.5% of all people who exited shelter and outreach programs, 48.3% of people who exited to *Unsheltered* destinations were Black clients. Therefore, more Black clients (as a percentage of their proportional representation) exited to *Unsheltered* destinations.

CONCLUSION:

Homelessness Disparities in the General Population: In Greater Hartford, people who identify as Black represent 14% of the general population, but 39% of people experiencing homelessness. People who identify as Hispanic or Latin(o)(a)(x) represent 16% of the general population, but 35% of people experiencing homelessness. People who identify as White represent 61% of the general population, but 23% of people experiencing homelessness. Therefore, people who identify as Black and as Hispanic or Latin(o)(a)(x) are disproportionately overrepresented among people experience homelessness, and people who identify as White are disproportionately underrepresented among those experiencing homelessness in Greater Hartford.   While people who identify as Asian represent 6% of the general population, only 0.8% of people experiencing homelessness identify as Asian. Therefore, people who identify as Asian are also underrepresented among those who experience homelessness. It is more difficult to demonstrate trends and disparities with the American Indian, Alaska Native, Native Hawaiian, Pacific Islander, Indigenous, and Multi-Racial groups because there are so few people in these groups compared to the other groups.

CAN Areas of Equity: The CAN has several areas that have more equitable representation by race/ethnicity where there are fewer disparities and where the disparities are smaller (less than 9 percentage points of a differential). At the CAN diversion appointments, there were more equitable outcomes of clients of all races/ethnicities who were added to the shelter priority waitlist, and clients who were successfully diverted from shelter. There was more equitable representation among Black clients, Hispanic or Latin(o)(a)(x) clients, and White clients for having VI-SPDATs assessments completed. When comparing median time spent experiencing homelessness, there was more equitable representation among Black, Latin(o)(a)(x) and White clients. There were more equitable outcomes among racial/ethnic groups who self-resolved or left the CAN homelessness system without any assistance. There were more equitable representation among racial/ethnic groups for clients who left the CAN homelessness system and went to unknown locations. There was more equitable representation among racial/ethnic groups who exited shelter and outreach programs permanent destinations, and to stay with friends or family permanently. There were more equitable representation among racial/ethnic groups who exited shelter and outreach programs to emergency shelter programs (those who moved from one shelter to another shelter, or who moved from an unsheltered location to a shelter).

Key CAN Disparities for Black clients: Disproportionately fewer Black clients reported having a disabling condition and disproportionately fewer Black clients reported three or more disabling conditions. At the CAN diversion appointments, disproportionately fewer Black clients were immediately accepted for enrollment into a shelter, triage, or hotel program. Black clients were disproportionately more likely to enter rapid rehousing programs. Black clients were disproportionately underrepresented among those who entered institutional settings (Examples: incarceration, hospitalization, long-term recovery programs). Black clients were disproportionately overrepresented among those who went to unsheltered destinations (This means they left shelter and became unsheltered or it means they remained unsheltered after being discharged in an outreach program).

Key CAN Disparities for Hispanic or Latin(o)(a)(x) clients: At the CAN diversion appointments, disproportionately fewer Hispanic or Latin(o)(a)(x) clients were immediately accepted for enrollment into a shelter, triage, or hotel program. Disproportionately fewer Hispanic or Latin(o)(a)(x) clients left shelter and outreach programs to any housed destinations or to unknown destinations overall. Disproportionately more Hispanic or Latin(o)(a)(x) clients entered housing authority/subsidy only programs. Hispanic or Latin(o)(a)(x) clients were disproportionately overrepresented among those who left shelter or outreach programs to Emergency Shelter destinations, and underrepresented among those who left to institutional destinations.

Key CAN Disparities for White clients: Disproportionately more White clients reported having a disabling condition and disproportionately more White clients reported having three or more disabling conditions. At the CAN diversion appointments, disproportionately more White clients were immediately accepted for enrollment into a shelter, triage, or hotel program. Disproportionately more White clients entered permanent supportive housing. White clients were disproportionately overrepresented among those who entered institutional settings and temporary destinations (Examples of temporary destinations: Staying with family/friends temporarily, transitional housing for homeless individuals, safe haven, paying for hotel without government or charity assistance, half-way house or residential program).

Working towards Racial Equity

There are a few areas of the CAN system that we plan to analyze for racial equity, but have not yet done so. The first is to compare the race/ethnicity of the chronically homeless population to the non-chronically homeless population. Chronically homeless individuals and families are prioritized for many programs, and so we would like to better examine the racial/ethnic identities of those who are chronically homeless to find out if that aligns with any of the housing outcome trends or components of the CAN. Secondly, we would like to examine characteristics of the homeless population by race/ethnicity such as a history of incarceration, eviction, and other contributing factors to homelessness to identify whether these align with housing outcomes and the other components of the CAN. Thirdly, we will request a new data set to compare the same timeline for those in shelter and outreach enrollments and outcomes of interventions and exit destinations. Fourthly, we will look at the most recent data for the CAN diversion appointment outcome, "Referred to outreach" to identify if there are disparities for this data element. Fifthly, we will compare exit destinations by race/ethnicity from permanent supportive housing and rapid rehousing programs. Finally, we plan to analyze the intersectionality of race and ethnicity with gender and age, for some of these CAN processes.

One of the challenges we faced during this project is that some of the data we wanted to analyze is not collected in the CAN in a way that is or was able to be exported and analyzed, or the race or ethnicity is not always collected. One of these areas we would like to analyze is the racial equity of the shelter priority waitlist, which is the waitlist that people are added to if they are verified as experiencing unsheltered homelessness and who would like to stay in a shelter. Currently the waitlist does not collect the race or ethnicity of people on the waitlist. Another area we would like to analyze is our list of people who are experiencing unsheltered homelessness that are not in CT-HMIS. Race and ethnicity is also not currently collected for this population. A third area we would like to analyze is when people who were homeless and who have been housed subsequently return to homelessness. A fourth area would be to analyze the race and ethnicity by the types of diversion assistance that clients received for those clients who had an outcome of successfully diverted. Finally, we would like to analyze racial equity for the clients who are matched to a housing program and who are not successfully housed and who are subsequently returned back to the Housing Solutions meetings to be matched to a different program. Journey Home recommends that the CAN (and state) work towards improving our data collection systems to be able to collect and analyze racial/ethnic disparities in each of these areas/processes in the CAN.

This report has been presented to the Greater Hartford CAN Leadership committee, and the group provided initial feedback into the report and began discussing potential contributing factors to the disparities identified. Journey Home also presented the report to the Journey Home Board of Directors, and will be presenting this report to a group of people with lived experience of homelessness. Afterwards, the report will also be shared with other community stakeholders, government agencies, and philanthropic organizations, and posted on our website. Journey Home will seek feedback from various groups to help interpret the data and to understand some of the contributing factors to the disparities. After sharing the report and gathering initial feedback, Journey Home will work with the Greater Hartford CAN and various stakeholders, including those with lived experience of homelessness on an ongoing basis to assess the contributing factors to the disparities identified, and to set strategies to correct the disparities and oversee the implementation of these and to address and work to correct disparities identified in this report. Journey Home is committed to continually name structural racism as one of the causes of homelessness, and spearhead efforts to create more racial equity in the community.

For further information on this report, please contact Tamika Riley at Journey Home at Tamika.Riley@JourneyHomeCT.org

Acknowledgments:

Many people contributed to this report and were a great help in providing, interpreting, improving, analyzing, visualizing, and presenting the data and findings in this report.

- Lisa Quach, Director of Housing, Journey Home
- Tamika Riley, CAN Housing Assistance Manager, Journey Home
- Matt Morgan, Executive Director, Journey Home
- Heath Pitt, Emergency Housing Search Specialist, Journey Home
- Christopher Brechlin, Director of Data and Digital Systems, Compass Youth Collective
- Beau Anderson, Statewide CAN Manager, Data Analysis, Connecticut Department of Housing

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS

- Rose Kelly, Senior Data Analyst, Connecticut Coalition to End Homelessness
- Amber Chandler, Community Based Improvement Advisor, Community Solutions

- Fionnuala Darby-Hudgens, CT Fair Housing
- Sarah Eisele-Dyrli – Assistant Director, Connecticut Data Collaborative

JOURNEYHOME
TOGETHER WE CAN END HOMELESSNESS