

Jess, a single mom with a four-year-old son, was struggling to provide shelter and was in desperate need of support. When money was available, Jess was able to get a hotel room for a few nights in a row, but this wasn't very often. Most of the time the pair ended up sleeping in Jess's car with just blankets for warmth. She learned that by simply dialing 2-1-1 she could be connected to a *local* organization that could help navigate housing supports. She called the 211CT housing crisis line and was connected with an experienced and empathetic contact specialist who assessed her situation, acknowledged her needs, determined eligibility and scheduled her for an appointment with the local family homelessness prevention and diversion program serving all of Eastern CT.

The next day Jess presented herself at the appointment and was immediately placed in emergency shelter for her and her son. After a week of living in shelter and attending appointments with the organization, the navigator was able to secure an apartment for Jess and immediately provided support to move them in. Now, Jess is living in stable housing she's able to afford and has continued support from the homelessness organization should she need it. Stabilizing a family and ensuring they have the dignity of proper shelter is challenging work that starts with the right connections – connections that happen through statewide, collaborative efforts like 211CT.