



Manchester Human Services



Update on Winter 2023-2024 Services for the Unhoused.



April 2, 2024  
Board of Directors Meeting



# Background, Winter 2020-2021:

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- For this winter, Manchester Human Services partnered with Cornerstone and others to operate a congregate model warming center at the Community Y during the winter of 2020-2021.
- The warming center successfully operated from January 28 to March 31st.
- Was the result of community advocacy, leadership's willingness to allocate resources and the efforts of several town departments and partners.
- This was at the onset of COVID and there were state funds available.
- Provided a safe space from 7PM to 7AM daily.

# Background Continued: Winter 2021-2022

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For this winter, Manchester Human services partnered with Manchester Area Conference of Churches (MACC) to operate a pilot program to provide shelter to unhoused people at the Manchester Inn.

- Operated from December 13, 2021 - March 31, 2022
- Funded by a combination of local and state Covid funding.
- Served a total of 30 clients over the duration of the program (11 were from Manchester.)
- Provided 1860 meals.
- Provided a variety of referrals and assistance for housing, mental health, employment and other services.

# Background Continued: Winter 2022-2023

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For this winter, The Town once again partnered with Manchester Area Conference of Churches (MACC) to provide shelter to unhoused people, using ARPA Funds and prioritized for Manchester residents.

- Operated from December 1, 2022 - March 31, 2023
- Served a total of 23 clients
- Provided 2640 meals.
- Connected 11 of 12 employable individuals with employment.
- Connected 8 clients with shelter or other housing opportunities.
- During statewide severe weather protocol activations, Human Services reserved additional blocks of rooms at area hotels in the event people presented themselves and no other resources were available.

# Brief Recap of Winter 2023-2024

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- The program ran from December 1, 2023 to March 31, 2024.
- Once again partnered with **MACC Charities who oversaw the entirety of program operations**
- Overview of services provided:
  - Clients Served: 33
  - Shelter Staff/Monitor Hours Served: 3174
  - Meals Provided to Clients: 2848
  - All participants in the Manchester / MACC Cold Weather Shelter program, if interested, were offered, and matched to services ranging from Housing, Social & Mental Health Services, Addiction Services, Medical Services, Job Pathway Services, Vital Document Services as well as basic needs.
  - 13 clients were connected to housing services such as permanent housing, priority housing lists and long term shelter.
  - Continued to provide regular outreach to unhoused people with MPD.
  - Continued to regularly coordinate/work with the CAN and regional partners
- In the event of a declared “Severe Cold Weather Protocol” activation, Manchester Human Services continued to work with local hotel partners, MACC and the region to provide additional hotel capacity for the duration of the weather emergency.

# Beyond this Winter:

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- Thanks to the Board of Directors, funding is secured for winters 24/25 and 25/26.
- Manchester is on a short list of municipalities in Greater Hartford that provides an array of services for housing and homelessness (Manchester, Vernon, Enfield, East Hartford and Hartford.)
  - It is highly likely that numbers of unhoused people in our community will continue to rise.
  - Advocacy is needed at the leadership and state level to create greater resources, support, buy-in and incentives for all municipalities to do their fair share of work in responding to homelessness in their respective communities
  - Manchester Human Services continues to advocate for increased support to local communities to ensure that our neighbors are also bearing their fair share of the burden.
- Discussions will begin in the next few months to commence planning for winter 2024/25 and beyond.
  - We will continue to engage with the region and partners to advocate for appropriate resources and support while developing a plan to maximize all available resources and funding.

Many thanks to CEO Shannon Baldassario, and the staff of MACC Charities for their ongoing support of this program, services to the unhoused, and their many other services to those in need in our community!



And thank you to all of the partners, providers and town departments that support this valuable program and services to the unhoused.

**Thank You!**  
**Questions?**

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