



# STATE OF CONNECTICUT FEMA COVID Assistance for Community Health (COACH) Program for Individuals Experiencing Homelessness

## SCOPE OF SERVICES

August 2020 (Version 1.0)

The Department of Mental Health and Addiction Services (DMHAS) has received funding through Federal Emergency Management Agency (FEMA) for a short-term Crisis Counseling Assistance and Training Program referred to herein as CT COVID-19 Assistance for Community Health (COACH) to work with individuals experiencing homelessness/housing instability throughout the state. The program is administered by Advanced Behavioral Health, Inc. and COACH staff are employed by six (6) DMHAS funded agencies and aligned with Coordinated Access Networks throughout the state.

### **COACH provides outreach-oriented brief face-to-face or telephone contact focusing on:**

- Referral and Resource Linkage
- Psychological First Aid
- Basic Supportive or Educational Contact
- Community Support and Networking
- Problem Solving / Prioritization of Needs
- Distribution of Educational Materials

### **COACH Services are:**

- Anonymous: no client based documentation is expected
- Short-term: Typically, 1-5 visits, 15 minutes in length
- Community-based: Outreaching to individuals experiencing homelessness

### **COACH Counselors will provide referrals to:**

- Community resources / supports
- Substance use treatment
- Mental health treatment
- Ongoing case management providers
- Mobile Crisis Response Teams

### **COACH Counselors will NOT be able to:**

- Provide housing coordination for clients experiencing homelessness
- Schedule or complete housing inspections
- Recruit and/or engage landlords to work with clients experiencing homelessness
- Provide ongoing support and monitoring of clients experiencing homelessness