

# Housing And Support Services

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**CHES**  
(Connecticut  
Housing  
Engagement  
and Support  
Services)

CHES is a new program for people with certain medical conditions, such as substance use disorder, who have experienced homelessness or been unstably housed. CHES provides Medicaid housing engagement and support services coordinated with housing subsidies.

This is a joint state and federal initiative aimed at managing the difficulties that are often part of homelessness, including access to health care and handling chronic health issues. The goal of CHES is to promote health and well-being by coordinating targeted healthcare with housing.

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## Who is eligible for CHES?

To participate in CHES, a person must be 18 years old or older and be eligible for Medicaid. In addition, CHES eligibility is determined by:

- Certain medical conditions, including substance use disorder
- Homeless or at risk of homelessness (unless on CHES already)
- Behavioral health diagnosis
- At least 2 critical needs

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## How does CHES help?

This program provides chronic disease management and wellness education in addition to pre-tenancy supports (help with locating and securing housing), tenancy sustaining supports (help with maintaining successful tenancy), non-medical transportation, covered under Medicaid. Housing vouchers are being prioritized for CHES participants. The CHES staff will help a participant apply for the housing voucher.



Apply online at:  
**CTCHESSDSS.com**  
OR **Call 211** to apply  
over the phone OR  
**Toll-free: (888) 992-8637**

## Who will I work with?

While working with CHES, you will have a team of people working to help you through the process. Each person has different skills that are valuable to helping you find and maintain housing. Here is a brief list of agencies and staff members you will work with:

- **Department of Social Services (DSS):** DSS is the Medicaid authority and determines eligibility for CHES. DSS also oversees eligibility for Medicaid, SNAP, and CASH assistance programs.
- **Beacon Health Options Connecticut (Beacon):** Beacon operates under the Connecticut Behavioral Health Partnership and has key operational responsibilities for CHES including assessment for eligibility, authorization of services and outreach.
- **Intensive Case Manager (ICM):** The Beacon ICM will complete the assessment and help you through the initial steps.
- **Supportive Housing Provider (SHP):** The SHP agency will partner with DSS and Beacon, and has two staff members who will help with your recovery plan and providing services.
- **Supportive Housing Assessor:** This person will complete a Housing Assessment and develop your Person-Centered Recovery Plan.
- **Supportive Housing Provider Direct Service Provider:** This person will help you find housing, maintain that housing, and will provide the day-to-day services to help support you through CHES.
- **Peer Support Specialist:** This person is someone with lived experience, and may be involved to help support you through the process.

## How does a CHES application process begin?

First, submit an application by applying online at **ctchesdss.com** or calling **2-1-1**. **CHES** will review the eligibility requirements and, in some instances, may send you a letter asking for more information to determine eligibility. An Intensive Case Manager (ICM) from Beacon will contact you to set up an assessment. The ICM will walk you through the rest of the process.



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