

Homeless Prevention Call Center

Overview

The Homelessness Prevention Call Center (HPCC) offers financial assistance to people who are at risk of being evicted or have their heat or lights turned off due to a recent crisis. HPCC is housed and operated at Catholic Charities, in collaboration with local agencies. The Call Center's Information and Referral Specialists screen callers experiencing a short-term, one-time crisis and determine if fund resources are available such as state, municipal, and county programs, as well as private funds.

How the Call Center Works

1. A person calls 311 and requests rental assistance. They are linked to HPCC where our expert case managers review their qualifications and determine if funds are available.
2. Our case managers receive information from dozens of agencies multiple times a day as to what funds are available. On any given day, funds may or not be available based on funding from the state, federal, city, county, or private foundations.
3. When funds are available and a person qualifies, we connect them with the funding agency. When they aren't available, callers are given the option of calling back the next day.

The Results

A groundbreaking study published in *Journal of Science* and conducted by the Wilson Sheehan Lab for Economic Opportunities at the University of Notre Dame found:

- When homeless prevention funds are available, an individual's chance of becoming homeless within 6 months is reduced by 76 percent.
- Minimal investment averaging \$1,000 per person to prevent someone from becoming homeless saves more than \$20,000 per person, per year in taxpayer funds needed to support a person in a shelter and with other services.
- Those calling when funds are available spend 2.1 fewer days in a shelter over a 6 month period.
- Callers with especially low incomes (those with incomes below \$750 per month) who call when funds are available are 88 percent less likely to enter a shelter.

FOR EMERGENCY ASSISTANCE:

CHICAGO: 3-1-1

www.ChicagoCRS.org

SUBURBS: (877) 4-COOK-15

In partnership with:



CATHOLIC CHARITIES AGENCY-WIDE SERVICES

Adoption
Child Development
Counseling
Domestic Violence
Emergency Assistance
Health Care
Homelessness
HIV/AIDS Awareness
Immigration/Naturalization
Legal Assistance
Maternity/Pregnancy
Nutrition
Refugee Resettlement
Senior Services
Senior Housing
Substance Abuse
Veterans Services

PHONE

(312) 655-7500

**Catholic Charities of the
Archdiocese of Chicago**

721 N. LaSalle Street
Chicago, Illinois 60654



www.catholiccharities.net

Find ccofchicago on:

THE MISSION OF CATHOLIC CHARITIES

Catholic Charities fulfills the Church's role in the mission of charity to anyone in need by providing compassionate, competent and professional services that strengthen and support individuals, families and communities based on the value and dignity of human life. *In order to remain faithful to our mission, Catholic Charities is guided by these core values: Respect, Compassion, Competence and Stewardship.*