



Memorial Day Coordinated Outreach

May 22-May 26, 2015

The Plan: Homeless outreach providers from the VA, HELP of Southern Nevada, US Vets, Straight from the Streets and Caridad did a Memorial Day weekend pilot project in the Downtown LV /Corridor of Hope area.

Outreach teams were on call throughout the holiday weekend and available to transport any homeless person who desired shelter or services. Local shelters The Shade Tree, Salvation Army, The Rescue Mission and Catholic Charities agreed to allow overnight staff to provide intake services until midnight.

First responders were given one phone number to contact the coordinated outreach teams. On Tuesday, May 26, 2015, HELP of Southern Nevada, Salvation Army and Caridad transported folks from shelters to either Clark County Social Service or the VA.

The following are the reported outcomes from the weekend pilot.

Results:

- 40 picked up from calls or discovered in the field and given emergency food/water.
- 1 came from a call from Fire & Rescue
- 0 calls from LVMPD
- 12 transported for services on Tuesday, 6 veterans to the VA
- 1 transported by HELP of SN to hospital and held under a Legal 2000
- 1 family of 4 fleeing domestic violence transported to shelter
- 3 given assistance for IDs
- 26 agency transports
- 16 bus passes distributed
- 3 assisted with ID's

Recommendations:

Clients going to the VA for services weren't reported back to the data collector, so it is unsure what the results were. If folks needed shelter or were non-veterans this should be a bit smoother so that they aren't lost.

Need for better coordination of services. One client transported to the hospital for a Legal 2000 and another to Westcare for detox. Both were lost after initial hand off. How can we better communicate so that clients aren't lost and returned to the streets?

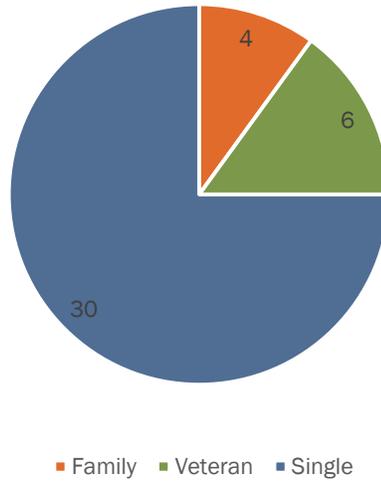
Lack of coordinated navigation/outreach. Folks in need of more navigation contacted the hotline after feeling "abandoned." How do we get a unified level of care between

outreach agencies to provide appropriate navigation after VI-SPDAT has been performed? Also, Metro did an outreach on 5/27 and Straight From the Streets as well as Caridad weren't informed. The camp had already connected and met Straight from the Streets and Caridad for appointments away from camp. After the Metro outreach, the group scattered becoming fearful of arrest and can no longer be located. How do we make sure all teams are informed of work being done in camps or with clients if not on HMIS?

Next Steps (per Outreach Planning Team):

- Shelters will continue to hold veterans with shuttle running to VA on Mondays
- Launch awareness campaign to public
- Potentially use 211 for dispatch: For now will use Google voice number 702-706-6089
- Caridad, HELP of Southern Nevada and the VA will provide training for first responders
- HELP of SN and Salvation Army will begin immediately for the weekend of June 5, 2015
- VA will circulate flyers with information on to be passed out at shelters and during outreach
- VA staff will be stationed at shelters on Mondays to assist shuttle drivers identify veterans to be picked up for transport.
- After verifying with the VA that clients are non-veterans, they will be connected with navigators that are part of the coordinated outreach teams to assist in getting them connected to services
- Connect with and make sure first responders are part of plan and solution

Client Break Down 40 Encounters



SERVICES

