

United States Interagency Council on Homelessness



National Project Homeless Connect

Best Practices Colloquy

Toolkit 2.0

August 2008



10. Event Execution: One *Delivering for Consumers*



PHC is not about waiting in lines or signing up on long waiting lists, or creating false expectations. PHC is about delivery, execution, and results. On event day, remember to:

- ✓ **Be prepared** to troubleshoot issues as they arise
- ✓ **Remain flexible** with volunteer and other resources
- ✓ **Recognize and include** sponsors, partners, and officials
- ✓ **Be diligent** in obtaining consumer feedback
- ✓ **Learn** from what worked and what didn't
- ✓ **Publicize** results immediately and celebrate success



10. Event Execution: Two *Best Practices in Delivering for Consumers*

- Los Angeles City and County joint powers authority serves client support function to assure all homeless consumers get connected during events.
- Many communities triage consumers at intake based on level of need to maximize use of limited medical and other resources.
- Some jurisdictions design space layouts to facilitate flow and maximize accessibility for consumers during the event.



10. Event Execution: Three *Best Practices in Delivering for Consumers*

- **Denver color codes T-shirts for easy identification of volunteers who are team leads, bilingual, or trained in mental health to better serve consumers.**
- **San Francisco hosts same-day debriefing sessions to solicit volunteer and homeless consumer feedback on what worked and what didn't.**
- **Many communities assess what keeps consumers from participating and remove those barriers (e.g., by offering storage, pet-sitting, childcare, transportation, meals, wheelchairs)**



10. Event Execution: Three Best Practices in Delivering for Consumers



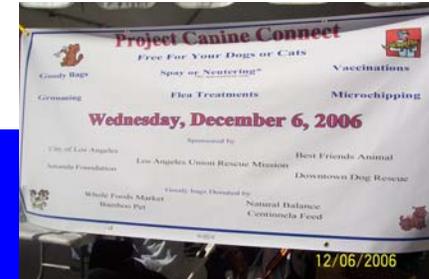


10. Event Execution: Three *Best Practices in Delivering for Consumers*



San Francisco Connect Elements

- Check-In
- Client Support
- Street Outreach
- Medical
- Food
- Activities
- Data Entry
- Check Out
- Pre-Event Volunteers





10. Event Execution: Four Sample PHC Plan Framework

- **Create** and overall plan that takes you from conception to planning and marketing and include strategies for the days before, the day of, and the days following PHC.
- **Develop** a plan for the day of PHC that includes:

- Doors open at __:__am for volunteers and staff.
- Set up
- Volunteer orientation – review location of all services.
- Match volunteer requests with available opportunities.
- Doors open at __:__am for homeless consumers.
- No lines – homeless people go to meal site and sit at tables. Entertainment provided.
- Mobile Hospitality Volunteers (MHV's) assisted by specialists escort consumers from tables to available resources.
- MHV follows and remains with consumer through every meeting.



10. Event Execution: Four *Sample PHC Plan Framework*

Project Homeless Connect – Orientation
www.sfconnect.org

Hello!

Thank you very much for volunteering for PHC. The purpose of this document is to orient you to how PHC works, and to ensure you are equipped with the knowledge and resources needed to assist clients.

What is Project Homeless Connect (PHC)?

PHC is a bi-monthly event in which volunteers (yourselves) outreach to homeless persons on the street and encourage them to return to Bill Graham Auditorium, where additional volunteers (client support) help to connect them with the array of services available there.

The ultimate goal of PHC is to assist homeless persons connect to the service system of care, ultimately facilitating their ability to leave the streets.



10. Event Execution: Four Sample PHC Plan Framework

What will happen on the day of PHC for volunteers and clients?

8:30 Volunteer Registration and Orientation:

Volunteers arrive, sign-in, and get their t-shirts that identify them as volunteers. After registration please go upstairs and enjoy breakfast items donated by SMG catering. Each table will have a sign denoting the major service areas please find yours and make yourself comfortable, a representative from your service area will come up to introduce themselves and give a brief over view of your service area.

9:00 Rally

Please join us in the bleachers for a rally with Mayor Newsom and Judith Klain, Director of Project Homeless Connect. The rally will be informational and motivational and is a good way to start your volunteer experience.

9:30 – 10:00 am Service Area Assignment

During this time, if you haven't chosen a service area or are registered in General, you will be assigned to a service area. Once in your area you may receive further training or be asked to prepare for clients. There maybe some down time between now and when the clients arrive, please use this as an opportunity to familiarize yourself with your service area, the map of Bill

Graham so you can direct and be of assistance to clients or ask any questions of your leads (green shirt)

10 am to 3 pm Connecting with the Homeless:

Services begin. Consistently 1500-2000 clients come to Homeless Connect looking for services. Please engage clients and make sure they are getting what they came for that day, utilize your map to give directions. If you have any questions please ask the lead (green shirt) of your area.

11:30 – 1 p.m. Lunch

Lunch is donated to volunteers by SMG catering and is served in the same area you had your breakfast and service area orientation. Please note that we encourage you to bring your lunch and snacks as we prioritize serving lunch to clients and have run out of food. PLEASE DO NOT LEAVE YOUR AREA WITHOUT CHECKING IN WITH A LEAD. You will have a break for lunch, but it is important we do this in shifts as this is the time of day we see the most clients.



10. Event Execution: Four Sample PHC Plan Framework

What will happen on the day of PHC for volunteers and clients? . . . Continued

At the Event:

Every client is greeted by a volunteer and directed to the Check In area.

Step 1- Check-in:

Volunteers in check in greet the clients and interview them to help determine what services they need. It can be as simple as just needing a meal or as complex as needing medical, legal, and general assistance services. The client will be given a yellow form that has marks by each service area the client has asked to visit.

Step 2 – Getting the Services:

Because each client is unique and the combination of services that they need is different, their individual needs will dictate exactly how they move through the Service Stations.

Step 3 – Check out:

Volunteers assess each client before they leave to make sure that they visited the areas they chose in Check In. Check out is one of the quality control pieces of this process, helping to make sure clients don't fall through the cracks.

Step 4 – Hygiene Kits:

Each client is given a bag that contains some of the basic hygiene products, like toothbrushes and toothpaste, and maybe a few little extras.

3:30 pm Volunteer Wrap-up and Debrief:

After the event, volunteers and organizers gather again to wrap-up and debrief about the event that day at Larkin Hall. Some of the initial numbers available are reported.

4:00 – 6:00 Breakdown and Clean Up

If possible please stay to help break down the event. We can use your assistance.



Make a Pilgrimage – Go See Project Homeless Connect for Yourself!

August 13 - Alcona, MI
August 14 - Gratiot County, MI & Newaygo County, MI
August 21 – Norfolk
August 22 - Portland, OR
August 23 - Isabella County, MI
August 25 - Allegan County, MI
September 5 - Cheyenne, WY
September 8 - Dickson/Iron County, MI
September 10 - San Francisco, CA & Contra Costa, CA
September 12 - King County, WA
September 20 - Calgary, Alberta, Canada & Helena, MT
September 23 - Jackson, MS
September 25 – Orange County, NC
September 27 - Clearwater, FL
October 3 - Branch County, MI & Waterbury, CT
October 8 - St. Joseph County, MI
October 10 - New London, CT
October 9 - Lincoln County, OR
October 11 - Birmingham, AL & Clare County, MI & Bend, OR
October 14 - Shiawassee County, MI
October 15 - Pierce County, WA
October 16 - Tuscola County, MI
October 17 - Norwich, CT
October 25 - New Haven, CT

www.usich.gov



Available Online Resources for Project Homeless Connect

- **USICH National Project Homeless Connect Toolkit**
- **USICH- National League of Cities Toolkit**
- **Peer-to-Peer information and contacts in cities you can visit**
- **Project Homeless Connect highlights from the weekly USICH e-news**
<http://www.usich.gov/e-newsletterarchive.html>
- **Project Homeless Connect web page:** www.usich.gov
- **Links to local Jurisdictional Project Homeless Connect websites**
<http://www.usich.gov/e-newsletterarchive.html>
- **One page overview of National Project Homeless Connect**
- **National Project Homeless Connect calendar, logo, and forms**

Fourth Annual National Project Homeless Connect Week

December 1-7, 2008



www.usich.gov