

United States Interagency Council on Homelessness



National Project Homeless Connect

Best Practices Colloquy

Toolkit 2.0

August 2008



6. Services: One *Offer What Consumers Want*



Key in the provision of services is immediacy. The direct provision of housing, jobs, benefits, and quality of life services - including haircuts and eyeglasses - are what sets apart PHC.

- Housing/ Shelter/ Stabilization
- Employment/ Job Readiness
- Medicaid, Social Security Benefits
- Welfare and Veterans Benefits
- Medical, Dental, Orthopedic Services
- Drug/Alcohol/Mental Health Treatment
- Legal Counsel/ Therapeutic Courts
- Teen and Youth Services
- DMV for Identification Cards
- Elder/ Family / Childcare Services
- Pet Care
- Credit Counseling/ Banking
- Transportation
- Case Management/ Triage
- Mail, Phone, Voicemail Services
- Food and Beverage
- Haircuts, Massage, Foot Care
- Showers/ Hygiene Kits
- Eye Exams / Eyeglasses
- Bicycle / Wheelchair Repair
- Entertainment / Education
- Books - Libraries



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6. Services: Two

Best Practices in Delivering Services

- Resource provider personnel should understand that their intent is to market their services. PHC is more about “assertive community offerings” than “passive bureaucratic barriers.”
- Providing “mobile hospitality,” that is the pairing of volunteers with homeless people to navigate the space and the services is vital to the consumers’ sense of welcome and comfort.



6. Services: Three

Best Practices in Delivering Services

- Offering permanent housing at PHC's in Portland and Knoxville worked. 174 consumers were housed.
- Minneapolis used privately-raised funds to remove low-cost barriers for consumers onsite (e.g., GED test fees, bus tickets, unit damage deposits, dentures, clothing, bills).
- Denver and Long Beach employers offer onsite interviews.
- San Francisco removes program barriers in real time necessary to connect consumers to services and housing.



6. Services: Four

Best Practices in Delivering Services

- Norfolk issues government IDs to homeless consumers.
- Computer-equipped workforce development vans offer job resources in Riverside, Norwich, and New London.
- Judges conduct homeless court proceedings in Los Angeles, Contra Costa, Knoxville, and San Antonio PHC's to clear warrants and quality of life infractions for consumers on-the-spot.



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