

Project Homeless Connect
JUNE 3rd Outreach Day

CLIENT SUPPORT VOLUNTEERS LEADS
GENERAL INSTRUCTIONS & SPECIFIC AREA GUIDES....

GENERAL INSTRUCTIONS:

- Make sure your volunteers are in place. Talk to them in a supportive way about what is needed.
- Assist them to take breaks. Ask them to report in when leaving and when returning.
- Avoid “group” breaks, even if not busy at the moment as you may become busy moments later. Do your best to support rotation.
- Check in with volunteers to see who needs to leave early.
- Smile and encourage your team to be friendly.
- Report to Scott if you have any concerns – needing more people, etc.
- When momentarily short-handed, re-position volunteers to cover to the best of the team’s ability.
- If working at a Service Site – check in at the beginning and as needed with the site coordinator.
- Remind volunteers – **DO NOT PROMISE** any service or say, “You might get...” The better alternative is to say, when you get to XXX site, they will assess and determine what is available to you. Please share with them what you want and let them explain the options available.”
- PLEASE see specific lead position information that follows and pass it along to your team.
- THANK YOU for taking on this role and providing both volunteers and clients with this support.

If you are willing to take on this role (I’m hoping for a couple of leads in each area), please email me directly and identify the area that interests you, if any. You need to be available the entire day to assist with this. **Scott.Walton@sfgov.org**

The Key Areas where Leads are needed:

FRONT HALLWAY/ENTRY & EXIT DOORS: This is the main entrance to Bill Graham and the hallway. Doors need to be staffed throughout the day. Best to have a LEAD at the Client Entry and Client Exit doors.

Be Firm about the issues below but not to the point of it escalating into an argument with a client. Example – as per below, you tell a client they cannot re-enter through the Exit, as they do not have completed paperwork. You can see them have the hygiene bad and sweatshirt that were give-aways. They argue that their partner is inside. Suggest they go to the Entry point to deal with this as they have more volunteers. Someone there can escort them back into the Service area. If there was not indication they have been in the building yet, share that the only entry point is the doors to the right.

KEY POINTS:

Three sets of doors. When inside looking out:

- the doors on the right are the **ONLY** Client Entrance. They are open between 10 AM (wait for the final Green Light from Scott) and 3 PM. These doors need the most staff:
 - One lead should be here virtually all the time.

- Make sure volunteers GREET clients and direct them to Triage.
- If clients need assistance, a volunteer should escort the client to Triage entrance and pass them off, then return to the Entry door.
- Best to limit the entry to the four far right of the eight doors here.
- If clients have shopping carts, offer to take them to the check area (now in the hallway with you). The volunteer should take them over, get the cart or backpack checked in and escort them back and to Triage. Don't let clients slip into the service area at this point without going to Triage – that's why we escort them.
- the middle set of doors is the Client Exit.
 - GENTLY suggest to exiting clients that they cannot re-enter these doors without completed paperwork. If they need to re-enter, tell them to return to the entrance. This sets up the rest of the process as clients are warned.
 - Do not let clients back in this door unless they have filled out Triage Form (if them left to smoke for example). If they don't have the form, they need to go in through the Entry Door to the Right.
 - The only exception is if a client without paper work says they have something at the shopping cart/bag check (on the other side of the hall between the middle and right doors.) If this is the case, they can be ESCORTED to the shopping cart area and then escorted back out. They cannot re-enter the service area without going in the Entry Door.
- the doors all the way to the LEFT are for Volunteer Entry until 10 AM and after 3:00 PM. Other hours, volunteers enter at the Client Entry point. Between 10 AM and 3 PM these doors are partially blocked by information tables. These doors need the fewest volunteers until 3 PM when Deloitte staff will augment the team to greet Deloitte volunteers from other sites.

ENTRANCE TO TRIAGE: Sheila Kerr, one of our Triage Leads will be here to assist. This helps coordinate the volunteers that give numbers to every new client and escort them to an open Triage Worker. If there is a wait, there needs to be volunteer assignments that call the number of the person next served.

- Work with Sheila to coordinate.
- Make sure the group stays near the door to greet and walk the client to the next Triage Worker OR to the waiting area if all are busy.
- If clients are waiting, work with Sheila to assign ONE PERSON to call the next to be served each time he or she sees there is an open Triage volunteer (The Triage person is open when they raise an EMPTY HAND while either seated or standing.) Another volunteer should walk the client to the Triage person as the Number Caller (a person with a strong voice and a pad to keep track of the number just called) stays put in the center of the waiting area.
- Help Sheila to give out numbers if she needs a break. Follow her lead. Only one person can give the numbers but she may need a break.
- Coordinate BREAKS. Try to avoid lost volunteers who wander off by checking in with people about breaks after an hour or two.
- If a client comes with an escort, they get a number and the escort may need some instruction about what to do.

TRIAGE TO SERVICE AREA: Coordination of the group of volunteers who “pick up” clients when Triage is finished and escort them to the Service Area and the first site they need.

Also, these leads make sure than anyone in one of our wheelchairs has an escort that will stay with the chair.

- Keep your team intact with check-ins regarding breaks.
- Watch for Triage workers to hold up a hand with completed paper work (a white legal-size and green letter-size set of papers). This means the client is ready to be escorted to the Service Area.
- Remind volunteers to introduce themselves by first name as state what they are going to do, “Hello, I’m Scott, I’m going to take you over to the service area and get you to the groups who can help you. I see on your form that Medical would be a good place to start. Will you come with me?”
- If a client does not want to go to the Priority Site as marked, have the volunteers ask where they want to go (best to do this when they get over to the Service Area.) The volunteer can suggest any of the marked sites, but take the client where they want to go.
- Your volunteers may stay with a client throughout but this should be done SELECTIVELY – you will run out of volunteers quickly if this is left to their choice along. Have them check in with you IF they were told or think they need to stay with a client.
- If a client is put into one of the PHC wheelchairs, the Triage Leads will let you know and you should assign a volunteer to stay with the client and the chair.
 - Tell the volunteer and the client that we may need the chair for others so we may transfer the client to a stationary chair if there is a wait for service in an area.
 - If this transfer is made, the volunteer should inform the service area that the client may need a chair again and then return to Triage WITH THE CHAIR.
 - Clients MAY NOT take the chair out of the building, even for a smoking break, without a volunteer. The volunteer needs to remain with the chair, even to waiting outside the restroom.
- Remind volunteers to escort the client to the priority (circled) service area on the bottom of the Triage Form, check them in at the sites entry point (many marked by balloons) and then return to Triage for another client.

MEDICAL SERVICE AREA: These leads help coordinate the Client Support volunteers who greet and assist in the Medical Area. The Medical Leads will have additional instruction.

- Work with the Medical Site lead And Behavioral Health Team to establish a way to keep clients in order for initial screening and follow up as needed. Both Medical and Other Health (Behavioral Health/Mental Health and/or Substance Abuse Issues) will start at the same place. Talk with the leads of both areas about how this should be handled.
- Medical can offer assessment, some treatment, referral to urgent care as needed and some specialty services.
- Behavioral Health can screen and link clients to substance abuse and mental health services, including medically assisted detox, methadone detox and maintenance, residential and outpatient treatment.
- Make sure you have someone to GREET arriving clients and explain what will happen.
- Check the GREETER script with the Medical Lead, but it might be something like: “Welcome the Medical/Clinical Service Area. You will be seen as soon as possible and in order by a person to assess your needs and get you started. This area can provide assessment, some treatment, referral and appointments. *Then explain how the person will be called, etc.*”
- You will also have volunteers who will escort the clients who are done with Medical/Other Health Services to other sites. These escorts should review the checked

options on the bottom of the Triage form and take the client to another site, get them checked in/greeted and return to Medical for other clients. If there is more than one lead, you may want one person to handle/coordinate Greeting and another to deal with the exiting client escorts.

SSI – Social Security Income – ADVOCACY AREA: These leads help coordinate the Client Support volunteers who greet and assist in this area. The SSI Advocacy Leads will have additional instruction and may want help in keeping clients in order as to who is served next.

- Work with the SSI Advocacy lead to GREET clients, get them in order to initial assessment, and then keep them in order by category for service/follow up as needed.
- SSI Advocacy can provide:
 - Medical and psychological screening to determine eligibility.
 - Referral to advocacy support to help with the application process.
 - Research current status of an application.
 - Legal advise and possible referral to a lawyer for clients who need to appeal.
 - Information and possible referral/service appointments for payee services if needed.
- Different staff will be able to handle the various services so the lead will work with volunteers to coordinate who is next in each of several categories.
- You will also have volunteers who will escort the clients who are done with SSI Advocacy to other sites. These escorts should review the checked options on the bottom of the Triage form and take the client to another site, get them checked in/greeted and return to SSI Advocacy for other clients.

HOUSING INFORMATION AREA: These leads will help coordinate the Client Support volunteers who greet and assist in this area. They will also keep Greeters informed of the information to provide arriving clients about the actual services available in this area.

- Work with the Housing Information lead to coordinate Greeting clients, get them in order to next available counselor assessment and see them escorted to the next site when finished.
- Housing Information can provide:
 - General information about housing options in San Francisco.
 - Discuss options for individual clients based on the information client provides.
 - A list of affordable housing options in San Francisco – this can be handed out to clients without seeing the counselors.
- Housing Information DOES NOT offer housing placements. This is often an assumption of the clients. **This makes the GREETER position very important.**
- Housing Information GREETERS should use a friendly but strong script to welcome clients:
 - “Welcome to the Housing Information area. If you wish to wait to see a counselor, the counselor will review your individual information and can provide information about San Francisco housing options. These counselors can also discuss some general housing questions. **They CANNOT make placements or provide housing today.** You are welcome to wait (have the person giving out numbers, provide the client one) and your number will be called when it is your turn. If you want to get off the street tonight, your best option is the Shelter Area.

If you don't wish to wait, you are welcome to take this list of housing options that you can review on your own."

- You will need to assign one person to watch for counselor openings and be in charge of calling the next number to be served.
- As the group of clients waiting grows, check in with the Housing Information Lead regarding rough **estimate** of waiting time to share with new clients. Also, there may be a point where you are instructed to share that the counselors will not be able to see any more clients than the number already waiting. If this is the case, adjust the GREETERS' script accordingly.
- You will also have volunteers escort the clients who are done with Housing Information to other sites. These escorts should review the checked options on the bottom of the Triage form and take the client to another site, get them checked in/greeted and return to Housing Information for other clients.

OTHERS: Over the next couple of weeks, I expect to identify a few other areas where I'll need leads that day. So let Scott know if you are interested and flexible with assignments.