

PROJECT HOMELESS CONNECT

Definitions of Services and Areas: October 18, 2005

PLEASE REMEMBER: Services, appointments and give-aways are based on eligibility and availability.
PLEASE DO NOT PROMISE that any particular client will receive any specific services.

CAAP/Food Stamps: This area offers eligibility information and appointments to apply for benefits.

- **CAAP** = County Adult Assistance Programs
 - GA** = General Assistance
 - **PAES** = Personally Assisted Employment Services: Clients who receive benefits and services that help them move to and into employment.
 - **SSIP** = SSI Pending: Clients who are candidates for or have made application to obtain SSI benefits
 - **CALM** = Assistance linked to MediCAL
- **Food Stamps:** Federal benefits administered by the County to purchase food and meals for those who qualify.
- **Employment Services:** The city's One Stop employment services program, E.D.D. and Goodwill will be represented to help clients make useful connections to address their employment needs. Consumer Credit Counseling is also available for clients.

SSI/SSDI Advocacy: offers potential eligibility screening and advocacy. Legal advice for those that have already applied and payee service information.

- **SSI** = Social Security Income
- **SSDI** = Social Security Disability Income

Veterans Benefits: For clients who qualify as military veterans, this area offers information and appointments regarding medical, housing referrals and other benefits.

Medical: Clients will be screened for services available. Urgent medical care, dental screening, wound care, access to specialists, prescription medications and some treatment available on-site. Some clients will be given appointments for follow-up related to primary care and podiatry at community clinics. Dental is referred thru medical.

Family Services: Any client with custody of minor children are encouraged to visit this area.

Behavioral Health: Clients can get information, assessment and appointments for treatment related to mental health, detox, substance use treatment and methadone. Domestic violence resources are also available.

Phone Calls: Clients are welcome to contact friends/family anywhere in the country.

Vision Care: Clients will be provided a vision test and screened for further testing and eyeglasses.

HIV Testing: Rapid HIV testing

Legal: Attorneys will provide legal consultation, information and referrals regarding criminal, civil matters and issues related to getting I.D.

Shelter Information/Reservations and Housing Info: Shelter staff provide information and reservations at shelters for 7-day stay. Clients can also get information on housing options based on the client's personal situation. NO housing placements are available at this site.

Activities Area: Wheelchair repair, book give-away, foot washing, massage, and peer group recovery circles. While access is available, clients may make free 5 minute phone calls at the doorway between Shelter and Discharge.

Food: Free full lunch

Client Exit/Discharge: Volunteers review client needs, do exit interviews and re-route to any service area that was missed. Case plan for follow up appointments. Forms are collected at this point.

Give-Aways: At the exit point, client will turn in paperwork and receive, while supplies last:

- Hygiene Kits (soap, toothbrush, toothpaste, shampoo, etc.)
- Bag of food items and some clothing.

Client Restrooms: Clients should be directed to the lower level via stairs and/or elevators in the Front Hall near the Client Entrance.

This is a general guide. There is an INFORMATION BOOTH located near the Stage.
Please check in there if you have a question or clients are looking for a service that is not on the map.
