

# Emergency Services Network of Kenosha County Homeless Awareness and Prevention Partnership

## POINT-IN-TIME OUTREACH COUNT GUIDELINES

### Safety

Your safety and well-being is of utmost importance during the Street Outreach Count. Please know your limitations and ask for help anytime.

1. Volunteers will be assigned to work in teams that are led by experienced Point-In-Time Leaders. We ask that volunteers stay with their assigned team member(s) and whereabouts of team members are known at all times.
2. Be aware of your surroundings and always announce yourself when walking through wooded or any area that someone may be living: “Hello is anyone out here?”
3. If you encounter someone that is sleeping gently wake him/her up if your announcement failed and you are comfortable with doing so.
4. If you encounter someone who would prefer not to participate, offer a care package before you move on.
5. For safety purposes and assistance, law enforcement is aware of our outreach activities. Two Kenosha Police Officers typically participate in the outreach event. **Emergency -911 Non-Emergency 656-1234.**

### Approach

When encountering an individual for street outreach the following approach has historically proven effective:

1. Introduce yourself, ask them how they are and let the person know what you are doing:
  - “Hi, my name is Sue, how are you tonight? We are on the streets tonight providing outreach to people who do not have a place to stay. Do you have a place to stay tonight?”
  - If they do have a place to stay, thank them for their time.
  - If they do not have a place to stay:
    - a. Offer them a care package and explain the contents.
    - b. Offer options for immediate shelter if any.
    - c. If there are no immediate openings in shelter:
      - i. Assess the persons and refer to:
        - Adult Crisis if crisis stabilization is needed at the KARE Center
        - Hospital for medical attention
        - Established community partners willing to fund shelter for the evening
      - ii. Provide Information and Referral to community resources as needed:
        - KHDS PATH Program
        - Mental Health and AODA Resource Center
        - Adult Crisis Intervention
        - Women and Children’s Horizons
        - The Shalom Center
        - Job Center (Information and Referral, Food Share, Veterans Services, etc.)
    - d. Ask, “Would you be okay if I asked you a few more question? It will take about 10 minutes.
    - e. If you obtain consent begin to ask the unsheltered survey questions.

## Observation

Work together as a team to document all answers to the survey questions and observations after the contact. While a team member is engaging in conversation, providing outreach interventions and asking survey questions, the second or other team members should listen to the information being provided and at the same time observe:

1. If definitely or possible homeless.
2. Length of homelessness.
3. Approximate age, household composition, gender, and ethnicity/race.
4. Identifying Characteristics:
  - What the person is wearing: Pay attention to colors, emblems, hats, outerwear, and shoes.
  - Distinguishing attributes: Beard, mustache, long or short hair, hair color, tattoos, and scars.
5. The location where you met the person.
6. The community resources/services the person has already accessed, if any. This is helpful in determining sub-population information.
7. Become familiar with Sub-population definitions and refer to them as needed.

**\*IMPORTANT:** Please refrain from writing down the information you are hearing in front of the person.\*

## Confidentiality/ Waiver

We ask that all volunteers maintain confidentiality regarding the people encountered on the streets and known locations.

We also require all volunteers to sign the waiver that holds the Emergency Services Network and the Homeless Awareness and Prevention Partnership harmless and free from liability should something happen during the count.

## Team Assignments/Site Form

Each team will have:

- An assigned color with specific areas to cover.
- A Leader responsible for:
  - Guiding people into the community,
  - Following/modeling appropriate approach to take with people encountered on the street.
  - Covering all the areas listed on the site form and noting additions/revision to the site form.

## Outreach Debriefing

Please return to KHDS when your shift ends to discuss your experience with others, have a snack/beverage and turn in your ID Tag and folder.

**THANK YOU FOR YOUR PARTICIPATION!!**