A DAY TO CONNECT
Agenda

• Section 1 – Homeless in Omaha
  – Why is this day necessary
  – Information about Homelessness
  – The Helping Role – Do’s & Don’ts

• Section 2 – Event Logistics
  – Navigator Roles & Responsibilities
  – Guest Assignment & Process
  – Service Providers

• Questions?
video
Homelessness in the Greater Omaha Area

Jody Jackson
Metro Home BASE
Why is this day necessary?

- Community Service/ Giving Back
- Create Awareness
- Connects & provides guests easier access to needed services
- As a Jesuit, Catholic University, Creighton is committed to the promotion of justice while being an active member of the Omaha community.

**Quote from Creighton’s mission statement:**

“Service to others, the importance of family life, the inalienable worth of each individual, and appreciation of ethnic and cultural diversity are core values of Creighton.”

**Quote from a Navigator:**

"It increased my awareness of who the homeless are, and the problems they face day-to-day."

**Quote from a Guest:**

“All of the services I would have gone to were consolidated here today. It would otherwise have taken me, maybe, umm, a matter of several months to accomplish what I had done today!”
Snap Shot of Homelessness

“WeWhile circumstances can vary, the main reason people experience homelessness is because they cannot find housing they can afford.”

By the numbers:
• There are 633,782 people experiencing homelessness on any given night in the United States.
• Of that number, 239,403 are people in families, and
• 392,945 are individuals.
• 16 percent of the homeless population is considered "chronically homeless," and
• 10 percent of the homeless population - 62,619 - are veterans.

*National Alliance to End Homelessness
Omaha Homeless Statistics

<table>
<thead>
<tr>
<th>Estimated Homeless Count</th>
<th>Persons in Families in Shelter</th>
<th>Persons in Families in Transitional</th>
<th>Individuals in Shelter</th>
<th>Individuals in Transitional</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On an average night</td>
<td>117</td>
<td>135</td>
<td>668</td>
<td>231</td>
<td>1151</td>
</tr>
<tr>
<td>Yearly count</td>
<td>773</td>
<td>323</td>
<td>4,950</td>
<td>778</td>
<td>6,824</td>
</tr>
</tbody>
</table>

*2011 AHAR Report

On one night in 2011…. 36 individuals were sleeping on the streets of Omaha

*2011 Point in Time Count
# Reasons for Homelessness

<table>
<thead>
<tr>
<th>Primary Reason for Homelessness</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployed/ lost job</td>
<td>44.3%</td>
</tr>
<tr>
<td>Mental/emotional problems</td>
<td>22.0%</td>
</tr>
<tr>
<td>Physical/ medical problems</td>
<td>19.1%</td>
</tr>
<tr>
<td>Can’t find a job</td>
<td>18.4%</td>
</tr>
<tr>
<td>Income doesn’t meet needs</td>
<td>15.5%</td>
</tr>
<tr>
<td>Alcohol/drug problems</td>
<td>14.9%</td>
</tr>
<tr>
<td>Divorce/break up</td>
<td>12.0%</td>
</tr>
<tr>
<td>Evicted/foreclosure</td>
<td>10.0%</td>
</tr>
<tr>
<td>Domestic Violence /Abuse</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

Answers self-reported on Consumer Survey conducted in June 2009.
The Navigating Relationship

• The guest may be feeling anxious or uneasy
• Introduce yourself & explain your role
• The first task of helping is to listen
  – Pay attention & convey interest
  – The goal is to gather info related to their needs
  – Suspend personal judgment
• Work together with the guest to identify needed services
• Navigating relationship vs. friendship
The Do’s and Don’ts

• DO
  – Be welcoming and helpful
  – Talk to guests as adults
  – Feel comfortable saying ‘no’
  – Share general information to build trust

• DON’T
  – Assume what the guest can or cannot do
  – Give ‘expert’ advice
  – Share overly personal experiences
Issues Related to Mental Health

• Anything unusual to you can be normal to them
• If someone seems overwhelmed/stressed/ agitated/ irritated take to a quiet place
• Ask them what they need and/or if they are doing OK
• Empathize
  – “I know this can be hard (confusing)”
  – “There is a lot going on, I’ll help you get through it”
• When to get help: threatening others, self-harm, suicidal, highly volatile, unresponsive
  – Blue (safety); Green (PHCO staff); Yellow (‘ask me’)
Planting Seeds

• Remind them they can get further help at the shelters and other agencies
• The guests are complex; issues are complex
• We are not the saviors; they are the experts of their own lives
• Although this is only a one day event, think of your role as planting seeds – we can provide hope
Get Involved!

• Volunteers and advocates are needed everyday to help end homelessness
• Review the “ways to help” tip sheet for ways to can get involved in the effort
• Volunteer at PHCO again next year!
The Event

BETH HALEY
PHCO BOARD MEMBER
Director – Blue Cross Blue Shield NE
Section 2 Agenda

• Navigator Roles & Responsibilities
• Guest Assignment & Process
• Forms
• Service Providers
• Helpful Hints
• Questions?
Bird’s Eye View
Navigator-Guest Pairing
Breakfast!
Medical Services Area
Parking & Kiewit FC Entrance

• Parking begins at 24th & Cass lot
  • If full, parking attendant will direct to next lot

• Shuttle bus available to KFC

• Enter Northeast door to KFC  or  go into Student Center

CU Staff, faculty & students (those with tags) – park in usual assigned lots
Smoking

• Creighton is a non-smoking campus
• However, there is a special area available the day of the event
  – Near Swanson Hall by the dumpsters
  – It will be clearly marked
• You do not need to stay in the smoking area; you will meet them at the main door
Navigator Registration

• Registration is in Room 209 by the Bank in Skutt Student Center

• Sign in; pick up t-shirt and name tag (first name only)
  – Interpreters will have two tags (name & language spoken)

• Leave personal items in your car
  – Coat room
  – Cell Phones*

• Sign in: Register morning shifts after 7:45 in morning
  – Rally / kick-off is at 8:15 a.m.

* Put cell phones on vibrate and do not take calls with a client.
Meet the Guests

• You will be lined up in the 2nd floor hall; clipboards with forms & pens on tables
• Guests will come in the SE doors of PKFC
• First come, first served
• Navigators: Keep the line moving forward toward the door

• Greet the guest
• Take downstairs to the food line
• You MUST stay with the guest at all times
Navigator Tasks

• Take Guest through the food line**
• While eating, help complete the forms
• Identify Top 5 Services
• Food Area:
  – Recycle bins for plates, cups, etc.
  – Leftover food scrape into garbage can
• Escort guest to service providers
• Daycare provided for guests’ children

** Navigators are invited to eat. Food court is also open.
Forms

• General Intake Form
  – You will complete this first
  – Client data
  – Desired Services
  – Release of Information

• Medical Intake Form
  – Medical, Dental, Vision
  – Brochure & Medical area map

• Housing Intake Form
### General Intake Form

This is a 2 page form; all pages must be filled out.
## General Intake Form

### Page 2

<table>
<thead>
<tr>
<th>Service Needed</th>
<th>Priority # 1, 2, Etc.</th>
<th>Left: Rank services needed most</th>
<th>Right: Check Service if guest got that service today</th>
<th>Service Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dental Screening/Referral</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Medical</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hair cuts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Health Screening / Referral</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HIV / AIDS Testing</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>• STD Screening</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Pregnancy Care</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• Mental Health Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Immunizations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Emergency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Permanent</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Social Services**

- Medicare/Medicaid
- Food Stamps
- Youth Services
- Employment / Job Search Assistance
- Education / Training
- Veterans Affairs

**Counseling**

- Veterans Administration

**Education**

**Food**

**Legal Assistance**

**General Assistance Application - County**
Medical

Heather Templin
DNP Candidate, Creighton University
Project Homeless Connect Omaha
You will help client fill this out. This form MUST be filled out.
Medical Area Map
Housing Services

Jody Jackson
Metro Home BASE
Housing Intake Form

PROJECT HOMELESS CONNECT OMAHA
(last updated March 20, 2013)

Housing Screening Form
The following questions are about your housing and service needs to determine your eligibility for various housing that you may qualify for. Please answer all questions honestly and to the best of your knowledge.

Name__________________________

Are you a US citizen or legal resident? □Yes □No □NA

How many individuals are in your household including yourself? ______ # of adults? ______ # of children? ______

If you are a woman, are you currently pregnant? □Yes □No □NA

Are you in need of housing to reunite with your children? □Yes □No □NA

What is your age range? □12-17 □18-20 □20-24 □25-54 □55-61 □62+

If age 24 or under, where you ever in the foster care system? □Yes □No □NA

Where did you sleep at last night? □Emergency Shelter □Streets/Car □Transitional Housing

□Hospital/Treatment □Hotel/motel □Other (specify)__________________________

Do you have a discharge date (date when you must leave)? □Yes □No If yes, when? ____________________

Which county do you currently reside in? □Douglas □Sarpy □Pottawattamie □Other

How long have you resided in that county? _______________

How long have you been homeless this episode (in shelter or on streets)? ______________

How many separate times have you been homeless in the last three years? ______________

Do you currently have any income? □Yes □No If yes, please list the monthly amount:

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Source</th>
<th>Amount</th>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Income</td>
<td></td>
<td>Unemployment</td>
<td></td>
<td>Child Support</td>
<td></td>
</tr>
<tr>
<td>Armed Forces</td>
<td></td>
<td>SSI/SSDI</td>
<td></td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Pension/Retirement</td>
<td></td>
<td>TANF/ADC</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Have you ever served in the US Armed Forces? □Yes □No

If yes, were you discharged honorably? □Yes □No □NA

Are you currently on the waitlist for a housing subsidy (Sec 8, GA)? □Yes □No If yes, what? ______________

Do all adults in the household have an ID? □Yes □No

Do all household members have S.S. cards and birth certificates? □Yes □No
Housing Area

• If a guest did not check “housing” as one of their top five areas, ask what their plan is
  – if there is not one, encourage them to consider stopping by the housing area

• Guests must meet with a Housing Navigator upon entering the housing section
  – Housing Navigators will review the screening form and write appropriate referrals on the back

• Do not enter the housing area without going through the entrance point
Coordinated Access

• Metro Home BASE is the coordinated access system for women and families
• Coordinates access to homeless prevention, shelter and supportive housing services
  – Initial intake and screening
  – Comprehensive assessment
  – Referrals to supportive housing, when needed
• All women and families will be directed to check in at the Metro Home BASE table
The Event

BETH HALEY
PHCO BOARD MEMBER
Director – Blue Cross Blue Shield NE
Review of Service Providers

Maps and Details will be emailed prior to the event
Service Providers (SPs)

• Grouped into ‘like’ areas
  • Housing, Legal, Medical, Social Services, etc.

• Medical and Housing Areas
  – Separate areas
  – Both will have intake tables
  – People at entrance to assist you & guest
Navigating Service Providers

• We will send out a list of Service providers by Wednesday, 3/20 (two days before the event)

• We encourage you & the guest to visit as many of the various social service tables as possible (banks and other non-traditional services too)

• You can provide your guest with a brief overview of the Navigating process

Let’s review the service providers
Examples of Service Providers

- Housing
  - Permanent
  - Emergency
- Social Services
- Financial Assistance
- Education
- Veteran’s Affairs
- Social Security
- ID Help (Together)
- Income Tax Assistance
- Legal Assistance
- Employment Assistance
- Health Care Screenings
  - Medical
  - Dental
  - Vision
  - Mental Health
  - Haircuts
- Food Banks
- United Way

Detailed information provided at event
Helpful Hints
How to Dress for the Day

- #1 – Comfortable Shoes
- Conservative attire
  - No shorts
  - Jeans & T-shirts are fine
- The center will be warm and you will be wearing the navigator t-shirt
  - Consider what you want to wear underneath
Helpful Information

- Assistance is available
- T-Shirts identify those who can help

- “ASK ME” VOLUNTEERS (YELLOW)
- PHCO Staff (green)
- Safety (blue)
Helpful Information

• There will be surges of guests arriving
  – Morning is the busiest time

• You may or may not get a guest right away

• Families
  – Each individual in the family will need a set of forms filled out (exception is housing)
  – Two navigators should pair up
For your personal safety

• If the guest you are working with appears to...
  • be intoxicated or you can smell alcohol
  • is getting loud and/or disruptive
  • is having inappropriate conversations or you feel uncomfortable

Get someone from safety team (blue shirt)
Potential Questions

• Your shift is over and you are still helping a guest
• You want to work longer
• Guest walks out
• Guest wanders into an unauthorized area
  – Reminder – you must stay with your guest at all times; if they wander or say they are going out on their own, remind them or get one of the safety personnel
• You can’t find a service provider
  – Helpers are there!
QUESTIONS?