

CONTACT
<p><i>Residents & Business Owners:</i></p> <ul style="list-style-type: none"> We would like to explore setting up a central line so members of the public can call if they come across an individual in need of assistance. “Dispatch” will contact the Denver Street Outreach Collaborative (DSOC). The Outreach Worker will make contact, assess and mobilize. If there are immediate safety concerns, please call 911.
<p><i>Ask Outreach Workers:</i></p> <ul style="list-style-type: none"> DSOC workers have a great deal of experience addressing individuals in need. The workers are currently available 7am to 10pm, 6 days per week. Expansion hours discussed in Policy (p2). Additionally, workers will be asked to conduct regular outreach in targeted areas.
<p><i>Law Enforcement:</i></p> <ul style="list-style-type: none"> When law enforcement is contacted, a member of the DPD Homeless Outreach Unit will be dispatched. They will inform individuals of the ordinance and contact the DSOC for intervention. Only law enforcement will issue verbal or written warnings. If the police and the outreach worker are both unsuccessful in convincing an individual to move to shelter, additional enforcement may be pursued at the officer’s discretion.

ASSESS
<p><i>Needs:</i></p> <p>The DSOC worker will assess needs based on the following criteria:</p> <ul style="list-style-type: none"> Vulnerability Index to determine morbidity risk Apparent Intoxication or Substance abuse concerns Apparent Physical and/or medical needs Apparent Mental or emotional distress Background – Runaway Youth, domestic violence situations, travelers, etc. Shelter options needed – passing through, long term, family, etc.
<p><i>Resources:</i></p> <p>The DSOC worker will then assess what resources are available to match the individual’s needs.</p> <ul style="list-style-type: none"> Denver Cares Detox when warranted Denver Health for medical emergency Shelter Network – to find appropriate space for the individual for the evening Motel Space – for families with children and unaccompanied females in need of short term shelter Transportation – for individuals who have confirmed shelter with family or friends but do not have transportation
<p><i>Impacted Individuals:</i></p> <p>DSOC protocols will be developed for contacting specific populations including:</p> <ul style="list-style-type: none"> Backpackers and Travelers Protesters Homeless Men, Women, Families and Unaccompanied Minors

MOBILIZE
<p><i>Available Shelter options:</i></p> <ul style="list-style-type: none"> Emergency Shelter Day Shelter Special Population Shelter Motel Vouchers Domestic Violence Shelters For full listing see “Denver Shelter Resources” document
<p><i>Transportation:</i></p> <ul style="list-style-type: none"> DSOC workers or DPD Homeless Outreach Unit officers will provide transportation to shelter or other location. For those with medical or substance abuse needs, appropriate arrangements can be made, considerations on p2. Family Reunification Housing - Currently, DHS provides cross country bus tickets for those with confirmed housing. Increasing program will be discussed in Policy (p2).
<p><i>Other Services:</i></p> <ul style="list-style-type: none"> Housing First Model – Beyond one night of shelter, individuals impacted by this ordinance must be connected to available transitional housing with case management. Comprehensive Services – employment, long term mental health and substance abuse treatment, must be part of post-contact case management. Limited availability discussed in Policy (p2). HOT – Denver Human Services Homeless Outreach Team processes eligibility for assistance programs.



DRAFT Response Plan for Unauthorized Camping Ordinance

POLICY PLANNING - In order to accommodate the need created by the proposed ordinance, DRH would like to explore policy issues in the following focus areas:

Additional Shelter Capacity:

Salvation Army Crossroads – Currently open for cold weather only and is expected to close May 1, 2012. We need to pursue an extension so that we do not face a loss of 160-200 beds.

Denver Rescue Mission – Currently operating under an expanded cold weather agreement ending May 1, 2012. Again, we need to pursue an extension to keep their additional 100 beds open. Additionally, there is currently space available for a more permanent expansion into adjacent space and discussion is necessary for 24 hour availability.

Faith Community – Several churches have worked with DRH on a rotating basis to provide cold weather shelter for women and children. We need a call to action to expand the number of churches and extend this program to be a year round option.

24 Hour Rest and Resource Center – We would like to consider pursuing a 24/7 shelter with comprehensive supportive services.

Outreach Worker Availability:

Note: Special care must be taken to preserve outreach worker relationships with our homeless community.

Current breakdown of DSOC workers:

Agency	# of Workers
Colorado Coalition for the Homeless	6 Outreach Workers
	1 Housing Case Manager
	1 Team Supervisor
	1 Outreach Director
Urban Peak (Youth)	6 Outreach workers
	➤ 5 Street, 1 HIV specialist
	1 Team Supervisor
St. Francis Center	6 Outreach Workers
	➤ 3 Mall, 3 Street
	1 Team Supervisor
Denver Police Homeless Outreach Unit	4 Officers
Mall Ambassadors	General Support

Current Hours:

3 Shifts, 6 day/week (excluding Sundays):
7:00a-5:00p, 8:00a-6:00p, 12:00p-10:00p

Service Expansion:

- In general, community partners and service providers are stretched to capacity. We have very limited capacity for mental health resources especially.
- The National Alliance to End Homelessness is conducting a Shelter Review with a final report expected June 1st, 2012, which will identify shelter specific needs.
- In order to stay with the housing first model, we must continue to invest in affordable housing and case management in order to help people stay on that path.
- DHS currently funds a program to reunite homeless individuals with their families in other cities and states. These funds are also very limited.

Possible Expansion Opportunities:

Additional shifts:

- Anticipate needing workers available through 2am
- Anticipate needing workers available 7 days per week

Additional workers:

- Anticipate needing four additional workers added to breakdown

Job Descriptions:

Currently, outreach workers provide a great deal of additional services, intervention, and support through case management work.

- After hours outreach will not be able to provide this type of support.
- Daytime workers will need to find a new balance between CAM needs and more supportive services.

Transportation:

Consideration needs to be taken for the amount of time the increased transportation will take from outreach workers including:

- Limited Detox Van hours, expense of using fire and ambulance
- Dedicated route and regular vehicle available for shelter circuit rather than individual dispatch.