

HOMELESSNESS OUTREACH TEAM CONCEPT OVERVIEW

BACKGROUND INFORMATION

Concept: Homelessness Outreach Teams are being implemented in cities around the country to provide alternatives to traditional policing methods to address the needs of people who may be homeless, affected by mental illness, substance abuse, poverty, and/or physical health problems.

Objective: Homelessness Outreach Teams actively seek out and interact with people living on the streets to assess their needs and serve as a conduit to get them into appropriate social services, treatment, case management and/or shelter and housing. This helps to divert people from jails and hospital emergency rooms to service providers that can help get them on a path toward long-term stability.

Composition & Function: Teams often include representatives from the police department, local mental health authority, paramedics and social workers. They work to build trust and to motivate people living on the streets to engage in services and even transport people to service agencies or shelters.

AUSTIN INITIATIVE

Austin Police Department: APD's Downtown Area Command has been exploring this concept for more than a year. They recognize the need for new approaches to more effectively address the needs of people living on the streets in downtown Austin and have sent officers to Houston and San Antonio to learn from these existing programs. APD is committed to testing this concept in 2016.

Support Behind the Concept: The APD Downtown Commander, Chief of Police, Mayor Pro Tem, Downtown Austin Alliance, Austin/Travis County Integral Care, Austin/Travis County EMS, City of Austin Innovation Office, social service and housing providers support testing a Homelessness Outreach Team concept to determine its effectiveness.

Test Project: These groups are working to implement a test program in downtown Austin by June 2016. The test will involve a number of organizations and defined processes to continually assess, retool, hone and scale the project, and to identify needs and gaps in the social service network that will need to be filled. The desired outcome is to recommend funding for a full-scale program in the City's October 1, 2016 budget year. The geographic boundaries for the test project are the Colorado River, IH-35, Dean Keeton Blvd., and Lamar Blvd.

The Austin Team: The following resources have been committed to a test program:

- APD – 2 police officers
- EMS – 1 Paramedic
- ATCIC – 1 case worker, 1 outreach worker
- Downtown Austin Alliance – 1 outreach ambassador
- COA Innovation Office – 1 project coordinator

Police Homeless Outreach Programs

HOT – Houston, TX

The Homeless Outreach Team (HOT) started as a pilot program in January 2011. It was made a permanent program in the department after a very successful six-month pilot. Sergeant Stephen Wick, the team's current supervisor, developed and implemented the program. Program Description:

HOT is comprised of one sergeant, two officers, and one mental health professional from The Harris Center for Mental Health and IDD. The team helps the homeless with the following:

- Housing •Social Security cards• Passports• Birth certificates• Shelter referrals
- Medical equipment •Employment •Bus fare• Medical care• Mental health treatment

Homeless Strategic Outreach Albuquerque, NM Police Department

The HSO is composed of police officers, health care outreach workers, job counselors from Goodwill Industries, and a psychiatrist. The team goes out for two hours at a time, three times a week to areas in the city with large concentrations of homeless people. The team discusses with the homeless to hopefully discover an effective means to help them. Another aspect of HSO is the Crisis Outreach and Support Team (COAST) which is a 24hour on-call civilian staffed support of the APD.

(Homeless Court, Drug and Mental Health Courts, Family Advocacy Courts)

Homeless Evaluation Liaison Program (H.E.L.P.) Reno, NV

H.E.L.P. was created to serve as an alternative to traditional policing methods. The overall goal of the program is to reunite homeless population with family and friends so that they have support to help them re-establish their lives. The program is stationed in the Greyhound Bus terminal where two police officers patrol the area. After intensive interviews, some are referred to local services such as shelters, rehabilitation programs, or job referrals.

The Reno Police Department implemented this program to assist homeless or potential homeless persons in reconnecting to family and or critical support system. H.E.L.P. recently received a grant to purchase bus tickets for individuals wanting a fresh start or wanting to return home. The goal of the program is not to send anyone in a present homeless situation to another community to suffer the same condition; it hopes to reconnect people with their support systems.

Homeless Outreach Team (HOT) Washington, DC

The team consists of one sergeant and six officers and select volunteers from the Second District with essential skills required for this area of work. The team was responsible for enforcing "quality-of-life" crimes and handling issues that dealt with the homeless population. These crimes include aggressive panhandling, drinking in public, possession

of open containers of alcohol and urinating in public. Mental health workers and doctors provided additional training and resources for the HOT unit.

Police Homeless Outreach Team

Ft. Lauderdale, FL Task Force For Ending Homelessness

The Police Homeless Outreach Team is composed of a police officer and a volunteer from the Broward Coalition for the Homeless who seek to build relationships and bonds with the homeless in hopes of informing the homeless of various resources and assistance that is available to help them become self-sufficient again. The volunteer is a formerly homeless person which allows the volunteer to identify with the struggles many face now but also to offer personal anecdotes. The police officer wears the uniform because it conveys authority and safety once the relationships are established. Also, the homeless were more receptive of this approach as opposed to the officer and volunteer without any visible identification.

In addition to these program, the Police Department hopes to break the "cycle of homelessness" once individuals are arrested for breaking crimes are discharged so they are not simply released to the streets again. When an individual is booked, police ask certain questions. If the police believe that the person is homeless, then they require him/her to fill-out a homeless referral form which goes to the Broward County Social Service Outreach Team. The homeless are contacted by social workers with the goal of placement in appropriate social service upon release from jail.

Clearwater Homeless Intervention Project Clearwater, FL

The CHIP program has a community policing substation which is housed in the shelter and which also serves as home to the Clearwater Police Department's Downtown Bicycle Team. In line with Clearwater's tradition of proactive community policing, officers on bicycles are patrolling the downtown area and getting to know the residents, business owners, and also the homeless population. The Bike Team is taking a very active role in referring clients to CHIP, as well as enforcing the "Rules of Conduct" at the shelter. The shelter provides homeless citizens with opportunities to become self sufficient as well as a day service that serves single individuals, giving them somewhere to stay during the day hours.

Homeless Assistance Collaborative New Orleans, LA

This initiative began in the fall of 2004 to effectively handle homeless persons and to establish an alternative to arrest for minor offenses. They collaborate with UNITY to move homeless people into permanent housing. Officers are trained to call for a marked NOPD "mobile assistance unit" when approaching a homeless person. The unit helped homeless people with their immediate concerns and provided referrals and assistance to a shelter, hospital, or substance abuse program.

Homeless Liaison Program (H.L.P) Santa Monica, CA

The H.L.P was established as a partnership between law enforcement and homeless service providers to focus attention on the law enforcement and assistance problems concerning the homeless. The program composed of six-officer unit aims to provide the homeless population with becoming self-sufficient again and improving the quality of life for the residents, property, and business owners in the community. The officers are trained to handle non-emergency situations and linked with a variety of outreach services.

Homeless Outreach Psychiatric Evaluation Team (H.O.P.E.) Pasadena, California

A partnership with the Pasadena Police Department and the Los Angeles County Department of Mental Health to provide those in need with mental health services and reducing the duties of patrol officers to arrest. Each team consists of a police officer and licensed clinician (officers may or may not be in uniform and teams respond to calls in unmarked vehicles). They provide referrals and services as part of a long-term approach to assist the homeless, preventing unnecessary incarceration or hospitalization of the homeless. The minimum training for H.O.P.E. officers includes 40 hours post "Crisis Intervention" training, 40 hours "Crisis Negotiation" training, 8 hour post class on "Effective Enforcement Contacts with the Homeless or Mentally Ill," "Drug and Alcohol Recognition" class, and monthly, quarterly, and annual update training.

Operation Outreach San Francisco, CA

Operation Outreach addresses the quality of life for homeless individuals. It consists of a team of 32 officers whose duties include contact homeless individuals and connecting them with people in the appropriate city social services as well as enforcing infractions and misdemeanors. The police officers work in partnership with a several agencies to address the issue of homelessness in San Francisco.

Homeless Outreach Team (HOT) San Diego, CA

The team was formed to help the city and county improve the services available to homeless individuals. The team has San Diego police officers, county Health and Human Services specialists, and psychiatric clinicians from the Psychiatric Emergency Response Team (PERT).

Operation Outreach Los Angeles County (West Hollywood), CA

Operation Outreach is composed of social workers from West Hollywood Homeless Organization (WHHO), City Environmental Services staff, "shopping cart retrieval service," and police deputies. The deputies are present to enforce the law and provide an authoritative presence however, if there is no crime then individuals are informed of outreach services by social workers (if desired, the deputy will escort the homeless individual to the shelter).

Community Outreach Officer Laguna Beach, CA

The Laguna Beach Police Department is partnering with community services to find solutions to community problems including homelessness. The department has created the position of Community Outreach Officer in conjunction with the Laguna Beach City Council to directly respond to homeless-related issues in the community. The duties of the officer include working with social service agencies in the area to help homeless individuals get help in shelters. The over-arching goals of the new position focus on improving the quality of life for everyone in the community.

Homeless Outreach and Assistance Program Redding, CA

The Redding Police Department began this program in response to concern of a growing homeless population and a lack of services available to those individuals. The team consists of a doctor, nurse, psychologist, mental health case worker, and a services coordinator from the local Rescue Mission. The team reached out to people suffering from homelessness providing them with medical exams and treatment as well as psychological exams and treatment. The team also referred homeless individuals to services in the area to assist them and the team provided transportation to various appointments and to food and clothing warehouses.

Homeless Outreach Team San Mateo, CA

HOT consists of members of the San Mateo County Human Services agency, San Mateo Police Department, and non-profit organizations. The team began under San Mateo initiative to rid the area of homelessness by 2015 by assisting homeless individuals secure long-term housing. The program focuses on housing first standard of assistance, under the notion that people are more likely to get clean and sober if they have steady shelter. HOT is also working to help people find supportive housing, such as shelters.

The Police-Homelessness Outreach Program Ramsey County, Minnesota

The St. Paul Police Department and South Metro Human Services developed a liaison and a relationship through the P-HOP worker. The P-HOP worker and police officers work together to respond effectively to situations involving homeless persons. The PHOP worker is stationed in a police sub-station to work closely with law enforcement to improve the outcomes for individuals with multiple police encounters. This collaboration involved intense training between South Metro Human Services and the police officers. The initiative helps to provide secure treatment and housing opportunities for individuals who are victims of chronic homelessness as well as to enhance police and community dialogue and awareness of homeless issues through "police-provider forums" and monthly breakfast meetings between police officers and other members of the criminal justice system. The team also diligently works with landlords to improve housing access. It has also served to improve the fields of communication between the police and the homeless.

Area A1 Homeless Task Force Boston, Massachusetts

A team of Boston police officers meet with homeless advocates and service providers to determine productive and effective ways to work with the homeless. The task force works in collaboration with other organizations to find ways to decriminalize law enforcement interventions while building stronger foundational relationships with the homeless and other homeless outreach organizations. The Homeless Task Force hopes to prevent death and injury to homeless people by referring them to valuable resources in the surrounding area.

Homeless Outreach Program Denver, Colorado

The Denver Police Department District 6 are officers whose duties included working consistently with homeless issues. These officers also work with the Denver Outreach Collaborative Central Dispatch which consists of the Colorado Coalition for the Homeless and Denver's Road Home.

Homeless Outreach and Proactive Enforcement (H.O.P.E. Program) Atlanta, GA

The program targeted towards the high levels of homeless individuals at the Hartsfield Jackson Atlanta International Airport. The officers assigned to the Airport precinct and selected to be H.O.P.E. program liaisons receive training through the crisis intervention training from licensed psychologists. The officers are equipped with ways to assist homeless people and are trained to become a referral system to various local social service agencies.

Rescue Mission Nashville, TN

The Metro Police started this program to assist homeless people by helping homeless people get bus fares out of the city. Through the program homeless people and others stranded in the Nashville area are referred to the private sector which purchases the bus tickets. The goal of the program is not to rid Nashville of the homeless but to provide help to those in need. The program works in conjunction with the Nashville Downtown Partnership.

Homeless Project Officer Fayetteville, NC

This officer is responsible for the identification and classification of homeless persons. The officer serves as a resource to homeless people in the area assisting them with identification, meals, shelters, and other basic necessities. In addition to these duties, the officer also has to initiate and maintain trespass agreements for vacant homes, lots and businesses after operating hours to reduce criminal activities in the area.

Homeless Outreach Partnership Enforcement (HOPE) Unit Richmond, VA

The duties of this unit include policing, serving, and protecting the homeless population in the Richmond area. The unit consists of a sergeant, three officers, and City Department of Social Services social work specialist dedicated to homeless services. The unit patrols

areas usually populated by homeless individuals and assisting these people by providing them with referrals for homeless services.

Street Outreach Program (STOP)

Birmingham, AL

This initiative is funded by HUD and provides two CDM social workers to work with the City Action Partnership, which is Birmingham's Business Improvement District.

Downtown Austin Community Court
 Budget Comparison 2016-2017 FYE
 May 17, 2016

	2015-2016 FYE	New Funding	2016-2017 FYE	Explanations
Personnel	1,500,000		1,500,000	Salary and insurance adjustments will come from COA
Social Service Contractuals				Client Rehabilitation services
Road to Recovery	543,427		543,427	Inpatient Treatment for Dually-diagnosed
SAMSO	175,000		175,000	Contracts with vendors managed by ATCIC; Includes Admin. Fee of 12 percent
A New Entry Sober Housing and Residential Treatment, QCC transitional housing, Cross Creek Hospital detox Client Incentives, Client Basic Needs, Housing Readiness Fees				
Direct Social Service Contracts	370,968		370,968	Contracts with vendors handled directly by DACC
Planned Living Assistance of Central Texas (\$66,910) + A New Entry (\$94,058) + Front Steps (\$210,000) = \$370,968				
Planned Living Assistance - On call case management, Peer to Peer support services, Basic Life Skills Training, Psychotherapy				
A New Entry- Transitional/Bridge Housing, Life Skills Training, Peer to Peer Support Services, On Call Case Management				
Front Steps-Reserved emergency shelter beds and case management				
SAMSO and/or Direct Social Service Contracts		525,000	525,000	<i>Estimated amount needed to cover full twelve months of social services*</i>
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Total Contractuals	1,089,395	525,000	1,614,395	
Operations	260,000		260,000	Includes Tools, Equipment, Maintenance for Community Service Crews; Rent; Utilities; Translation and Interpretation Services
Total Budget	2,849,395	525,000	3,374,395	

*SAMSO and Direct Service Contract Funds were largely depleted in 2015-2016 FYE after first half of the calendar year.

Our calculation is it would require \$525,000 additional to enable service delivery at the same intensity for the full calendar year.

*Major Cost drivers-need for additional detox funds and inpatient treatment funds. Detox cost runs \$5000 per admission.

*Cost for one intensively managed client engaged throughout the process to stabilization: Detox: \$5000, 90 days inpatient treatment \$11520,
90 days transitional housing (\$31/day) \$2790, one month market rate housing support \$700 = \$20,010.

Major objectives for FY2017-Engage more clients into detox and inpatient treatment. This is the gateway to intensive case management and stabilization.

It is DACC's intention to increase the quantity and quality of rehabilitation services through either the SAMSO or through the COA contract solicitation process.



City of Austin

Downtown Austin Community Court

Michael A. Coffey
Judge

Peter Valdez III, LMSW
Court Administrator

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1. What is SAMSO?
 - a. Substance Abuse Managed Service Organization. This is an organization that manages some of the contracts with service providers for DACC.
2. If \$545,968 combined SAMSO and Direct Social Service Contracts were depleted in one calendar quarter, how will an additional \$525,000 get us through the full year?
 - a. The \$545,968 is comprised of \$175,000 spent through SAMSO and \$370,968 spent in direct contracts in 2015-2016 FYE. The \$175,000 paid through SAMSO in 2015-2016 FYE for services ran out 2/2/16 (roughly 4 months into the 2015-2016 FYE). These services may be obtained through SAMSO or alternatively as direct contracts. An additional 8 months of services will take at least \$350,000 in 2016-2017 FYE. The Direct Social Services Contracts of \$370,968 may vary in 2016-2017 in multiple ways. It is difficult to forecast the quantity and intensity of service requests except that historically, they continue to increase. The \$525,000 is an estimate of resources needed that can be effectively used. We have tried to balance our request between increasing the effectiveness of our case management services and the difficulty in finding additional vendors to provide services.

Note: The statement at the bottom of the Budget Comparison 2016-2017 FYE should have read: *SAMSO and Direct Service Contract Funds were largely depleted in 2015-2016 FYE after first half of fiscal year.

3. Has the number of people we are wanting to help increased? Or what is the main reason we ran out of funding for these services in 2016? Did we run out of the same type of funding in prior years as well?
 - a. Need for services have increased since the court was created. The number of frequent offenders has increased, nearly doubling since 2009. DACC is short funding for the need which is why we ran out of funding last year. We have not always run out of funding in prior years because we have managed who we sent to services (i.e., we have limited access to services), but we have always spent what we were allotted and could have served more with additional funding. Historically, if we sent everyone wanting or needing services without limitations we would likely run out of funding every year of the court's existence. Currently, it is also true that in the face of increasing need, there are limits in the capacity of appropriate service providers. In 2016-2017 FYE, DACC expects additional requests to engage the homeless population both in the downtown and west campus areas.
4. How many people are we hoping to serve with the requested funds?
 - a. Based on a calculation that would include a client entering our program from start to finish (detox services up to and including housing), the additional money would allow DACC to assist 26 additional clients. This is not a real case scenario because most of our clients are facing many challenges and barriers, with lack of housing at the forefront. Most likely, more clients would be engaged with some services but few with all services. So most likely, we would engage more than 26 additional clients, though the exact number would depend on how many used what services.

