## Answering the Call

Creating Solutions for Homelessness



### Session 2:

Bringing relief to people living outside



#### Getting started

- Welcome
- Quick recap/level setting
- Introduction activity



#### In this Session:

- We will hear from people about The experience of being swept
- We will identify "The Gaps" in support
- We will imagine a community level response to those gaps
- We will identify potential action:
  - Interview with Vera
  - The TAKE WARM outreach model
  - Possible demonstration project

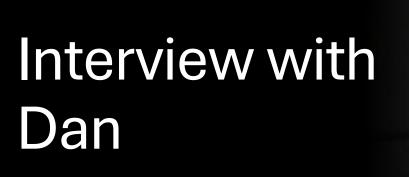


#### Getting started activity

- Write down a short list of things you believe to be true:
- Of individuals experiencing homelessness
- Of affordable housing







https://vimeo.com/1103509350/d5 e4daa69e?share=copy



#### Find The Gaps

- There are no legal places to be outside
- There are significantly increased sweeps of people from places they have found
- Relief efforts are patchworked, "mostly pop-up relief"
- There is a perception gap

#### NOTICE

## PRIVATE PROPERTY NO TRESPASSING NO LOITERING

You are **NOT** permitted to enter or use this property by vehicle or by foot for any reason (the area of land between the Schuylkill River Trail and the Schuylkill River in the Borough of Pottstown, identified as 150, 160 and 320 Keystone Boulevard), such as to erect a tent, encampment or other structure, or to otherwise live, sleep, stay or store belongings on this property after December 1, 2023.

For your personal safety, occupying this location is not permitted. This is private property of the Borough of Pottstown and is located in a floodway making it vulnerable to severe flooding during extreme weather that could endanger persons and property.

#### RESOURCES

If you need help finding alternative shelter, storage, medical assistance, treatment or other resources, please call 211 or Montgomery County Mobile Crisis at 855-634-4673, 24 hours a day to speak to a trained, courteous and experienced professional who can connect you to resources and services.

30-day storage of non-hazardous personal items (such as tents, bedding, clothing, vital documents and personal property) will be provided by Pottstown Borough, if needed, and must be coordinated through 211 before December 1, 2023. Anything left on the property after December 1, 2023, will be deemed abandoned and disposed of permanently. Starting November 1, Beacon of Hope will have shelter spaces accessible, and they can be contacted through 211 for assistance.

NOTICE FIRST DISTRIBUTED ON: October 5, 2023, Revised October 13, 2023 NOTICE FIRST POSTED ON: October 5, 2023, Revised October 13, 2023

ANYONE ATTEMPTING TO REMOVE OR VANDALIZE THESE SIGNS MAY BE SUBJECT TO PROSECUTION

## Which leads to the Big Gap

We are collectively, actively putting people in harms way, and we are not protecting them





## Stepping Into the Gap: Protection and Safety

- Adopting sites
- Safe Open Spaces (SOS)
  - First safe outdoor space for homeless opens in International District
  - Safe Sleeping Program | City of San Diego Official Website
  - Designing for Public Space Inclusive of Unhoused People – The Field
- Using Best Practice tools to address encampment issues
  - Benioff Homelessness & Housing Initiative
    - Encampment Prioritization tool
    - Encampment Resolution Process
- Safe Hidden Spaces (SHS)



#### T.A.K.E. W.A.R.M. Approach

#### Before the Encounter, T.A.K.E.



#### Tangible Aid

Consider what physical items you can offer, like water, snacks, or seasonal necessities such as a hat in winter or bug spray in summer.



#### Awareness

Gather information about local resources, such as outreach or crisis numbers, that you can share.

MontCo Mobile Crisis: 855-634-HOPE



#### Knowledge

Know the locations of nearby services, such as food pantries or places offering free meals, to guide the individual towards them.



#### **Engagement Preparation**

Mentally prepare for a respectful and openminded interaction.

#### T.A.K.E. W.A.R.M. Approach

#### The Encounter, W.A.R.M.



#### Warm Approach

Begin by observing the situation, and then gently approach the individual with sincerity.



#### Acknowledgement

Start with a friendly greeting and offer something tangible, such as saying, "I saw you here, and it's hot today, would you like some water?"



#### Rapport Building

Introduce yourself to establish a personal connection. Saying, "My name is..." can create a more friendly atmosphere.



#### Meaningful Exchange

Engage in a brief conversation to understand their situation. Ask questions like, "Are you sleeping outside?" or "Do you have places to go?"

If appropriate, offer any additional items and information you have prepared or provide local resources, such as street outreach programs.

# How Can You Reach Us? AnsweringTheCall@AccessServices.org

