

Project Homeless Connect – Orientation

www.sfconnect.org

Hello!

Thank you very much for volunteering for PHC. The purpose of this document is to orient you to how PHC works, and to ensure you are equipped with the knowledge and resources needed to assist clients.

What is Project Homeless Connect (PHC)?

PHC is a bi-monthly event in which volunteers (yourselves) outreach to homeless persons on the street and encourage them to return to Bill Graham Auditorium, where additional volunteers (client support) help to connect them with the array of services available there. The ultimate goal of PHC is to assist homeless persons connect to the service system of care, ultimately facilitating their ability to leave the streets.

What will happen on the day of PHC for volunteers and clients?

8:30 Volunteer Registration and Orientation:

Volunteers arrive, sign-in, and get their t-shirts that identify them as volunteers. After registration please go upstairs and enjoy breakfast items donated by SMG catering. Each table will have a sign denoting the major service areas please find yours and make yourself comfortable, a representative from your service area will come up to introduce themselves and give a brief overview of your service area.

9:00 Rally

Please join us in the bleachers for a rally with Mayor Newsom and Judith Klain, Director of Project Homeless Connect. The rally will be informational and motivational and is a good way to start your volunteer experience.

9:30 – 10:00 am Service Area Assignment

During this time, if you haven't chosen a service area or are registered in General, you will be assigned to a service area. Once in your area you may receive further training or be asked to prepare for clients. There may be some down time between now and when the clients arrive, please use this as an opportunity to familiarize yourself with your service area, the map of Bill Graham so you can direct and be of assistance to clients or ask any questions of your leads (green shirt)

10 am to 3 pm Connecting with the Homeless:

Services begin. Consistently 1500-2000 clients come to Homeless Connect looking for services. Please engage clients and make sure they are getting what they came for that day, utilize your map to give directions. If you have any questions please ask the lead (green shirt) of your area.

11:30 – 1 p.m. Lunch

Lunch is donated to volunteers by SMG catering and is served in the same area you had your breakfast and service area orientation. Please note that we encourage you to bring your lunch and snacks as we prioritize serving lunch to clients and have run out of food. **PLEASE DO NOT LEAVE YOUR AREA WITHOUT CHECKING IN WITH A LEAD.** You will have a break for lunch, but it is important we do this in shifts as this is the time of day we see the most clients.

At the Event:

Every client is greeted by a volunteer and directed to the Check In area.

Step 1- Check-in:

Volunteers in check in greet the clients and interview them to help determine what services they need. It can be as simple as just needing a meal or as complex as needing medical, legal, and general assistance services. The client will be given a yellow form that has marks by each service area the client has asked to visit.

Step 2 – Getting the Services:

Because each client is unique and the combination of services that they need is different, their individual needs will dictate exactly how they move through the Service Stations. The list of services provided is growing and includes the following and more:

- Medical Care, Dental, HIV and TB Testing, Needle Exchange
- Benefits (CAAP, GA, SSI, Food Stamps)
- Behavioral Health (Mental Health & Substance Abuse Counseling and Treatment, methadone)
- Housing Information and Shelter Reservation –7 day stay
- Veterans Assistance
- Family Services and Senior Services
- DMV Ids
- Free phone calls and voice mail
- Employment Services
- Free vision care and eyeglasses
- Domestic Violence Counseling
- Legal Assistance
- Discharge Planning
- Lunch, Activities & Giveaways
- Flu Shots and Hair cuts

Step 3 – Check out:

Volunteers assess each client before they leave to make sure that they visited the areas they chose in Check In. Check out is one of the quality control pieces of this process, helping to make sure clients don't fall through the cracks.

Step 4 – Hygiene Kits:

Each client is given a bag that contains some of the basic hygiene products, like toothbrushes and toothpaste, and maybe a few little extras.

3:30 pm Volunteer Wrap-up and Debrief:

After the event, volunteers and organizers gather again to wrap-up and debrief about the event that day at Larkin Hall. Some of the initial numbers available are reported.

4:00 – 6:00 Breakdown and Clean Up

If possible please stay to help break down the event. We can use your assistance.