

HOMELESS OUTREACH FACT SHEET

Outreach Mission Statement

- Engage homeless individuals living on the streets of Philadelphia.
- Offer emergency housing, treatment options, and assistance meeting immediate survival needs.
- For persons experiencing chronic street homelessness, outreach builds reliable relationships to address barriers to coming inside.
- Assist persons in identifying their needs, wants, and desires as they recover their lives.
- Outreach is a bridge to a life beyond street homelessness.

Outreach Coordination Center (OCC) Operates Homeless Outreach Hotline

- Hub connecting all teams: Hall Mercer, Project HOME, One Day at a Time, Self Inc., Horizon. House, Prevention Point, Mental Health Partnerships, and DBHIDS Special Initiatives Team.
- 50+ staff members in total.
- Teams responding 24/7/365.



Responsibilities of Outreach Teams

Response Calls

Coordinated through OCC, teams are contacted in response to calls received from the hotline about street homeless individual(s) for immediate contact and engagement.

Engagement in Zones

- Each team continuously travels its respective zone(s) to engage homeless individuals.
- Philadelphia is divided into 13 zones for citywide coverage.

Outreach to Focus List

- 500+ names on the citywide focus list, of which ~ about half are chronically homeless.
- Teams continuously engage individuals on their respective list.

Role of Homeless Outreach

Homeless Outreach continually strives to meet the needs of the communities we work in. By being coordinated through DBHIDS, teams have specialized access to behavioral health training, live support, and intervention. However, there are some things that Outreach is not permitted to do.

WE CAN:

- Offer housing options for those who are interested.
- Transport those who are interested in housing, medical, psychiatric, or other resources.
- Call in a 302 (involuntary psychiatric hospitalization) when appropriate.
- Never give up on an individual and continue to engage them until they are ready and willing to leave the street and connected to necessary supports and services.

WE CANNOT:

- Physically move people.
- Move people's belongings or remove any items they may have left behind.
- Address illegal behavior.

HOMELESS OUTREACH FACT SHEET

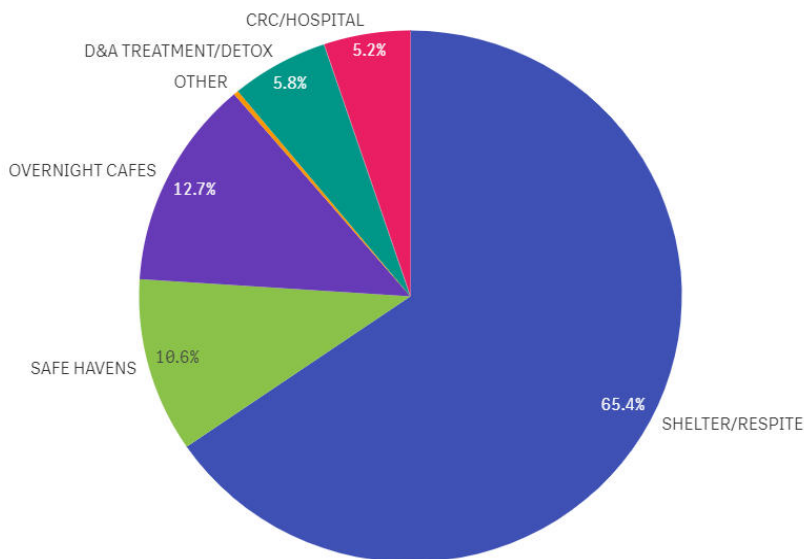
CY 2023 Data

Unique individuals contacted: 8,361*

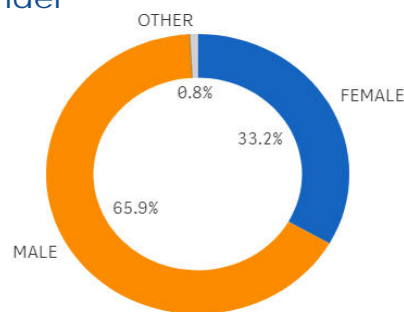
People connected to services: 4,884*

- OCC has maintained a database of all persons contacted by the participating outreach teams. The data is used to determine emerging trends, plan for resources such as treatment, design programs, and focus efforts and track treatment path.
- Over 90 percent of individuals contacted by street outreach consistently experience mental health and/or substance use challenges.

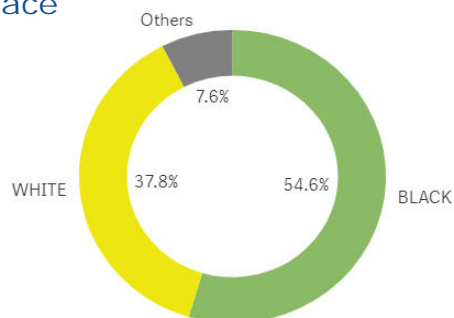
Total placements: 3,191



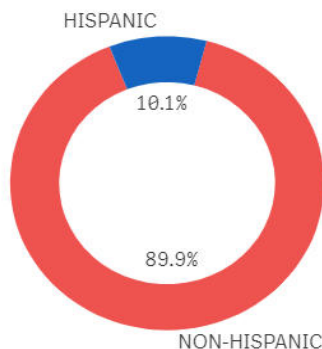
Gender



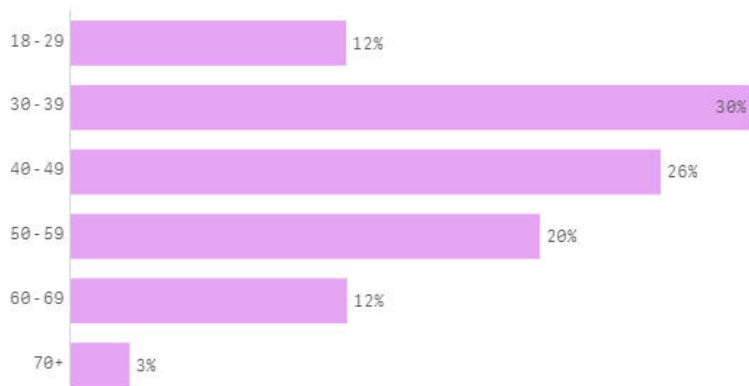
Race



Ethnicity



Age



*The sum of individual activities may not equal to the unduplicated count of people because multiple people receive more than one service or placement.