Homeless Outreach

CIT International Conference Seattle-2019
Justice League: Strategic Use of Public-Safety and Peer Super-Powers for Interactions with Chronically Homeless Individuals

Superhero’s in Training
Presenters:
- Jeremy Huntoon, CBI
- Det. Nick Margiotta (Ret.)
Can you pick the correct Apple Logo?

The Correct answer is “B”
History of Law Enforcement

Macro
- Enforcement! Enforcement! Enforcement!
- Quick Fix & Move-On
- Institutional rigidity
- Unsustainable solutions

VS.

Macro
- Enforcement! Enforcement! Enforcement!
- Quick Fix & Move-On
- Institutional rigidity
- Unsustainable solutions

Micro
- Lack of Freedom for Innovation
- Chasing the dots on a map
- “Pushing” the “Problem”
- Exercise in futility
- Increased frustration
History of Street Outreach

**MACRO**

- Lack of Investment
- Disorganized & inefficient
- Dependence on Grassroots Initiatives
- 9-5 focused on those who want help, not those who “needed” the most assistance
- Output-Based vs Solution-Based
- Focused solely on the “individual” without consideration of community “impact”

**Micro**

- Law enforcement resistance
- Treatment first
- Water bottle/blanket mentality
- Feeding into the chaos
Evolution of Law Enforcement Approach

- Crisis Intervention Training
- Community-Policing Approach
- Flexibility to seek new solutions
- Increased political pressure for homeless intervention
- Prioritization based on impact
- Collaborative Outreach Pilots
CBI’s Statewide System of Care

- 1,500+ Employees, 30 Locations
- Peer Support & Outreach (600 Peers)
- Access Point / Transition Point (x2) (Crisis Entry Point)

Crisis Stabilization & Inpatient Psychiatric (x1)

- Crisis Stabilization & Medical Detoxification (x3)
- Residential Treatment/BIP (x5)
- Rural Stabilization & Recovery Units (SRU’s) (x2)
- Psychiatric Services (Telemed to all locations)
- Medically Supervised Treatment

- Tele-med Statewide (Hard-wired at each location)
- Housing the Homeless (300 units available)
- Veterans Outreach (3 programs)
- Patient Centered Medical Centers (11 locations)
- Outpatient Opioid Medical Detox Co-locations (including Prescription Medication)
- Permanent Supportive Housing for Women (3 fourplexes; 500 vouchers)
- Women’s and Children’s Programs (Transitional and Supportive Housing)
- Prevention & Community Education
Evolution of Outreach Approach

- Peer support model
- Use of technology
- Coordinated Entry System
- Community Buy In
- Improved Coordination
- More targeted approaches
  - Prioritization for higher needs & community impact
- Assertive Engagement
Out with the old and in with the new

- **Traditional Approach**
  - Appointments
  - Low compliance results in low services
  - Rules and guidelines
  - Unpleasantness means unwillingness
  - Standards created using ideals
  - Standard set of goals and achievements
  - Staff are the expert

- **Assertive Engagement Approach**
  - Meet client where they are at
  - Persistence and Creativity
  - Empathy
  - Realistic expectation
  - Individualized, incremental success
  - Clients are the expert
Collaborative Approach

• Communication
• Joint outreach efforts
• Flexibility and mutuality
• Trust
• Outcomes
• Respecting may have different motivations and prioritization (i.e. community impact, public safety vs individual recovery)

Collaborative: adjective “produced or conducted by two or more parties working together”
Cops & Peers: The “Odd Couple”
The Partnership

What makes someone a hero?

First Mugshot, 1996 30 years of Law Service
Optimus Prime wants you to please break into groups

Discuss

- What experience with outreach and law enforcement do you have?
- What level of individual commitment can you make today?
- What community changes would you like to implement?
- What system level changes should we be talking about?

“Roll out” is a common command among Transformers called Autobots, meaning to move out, deploy or other embark on a mission.
Bruce Wayne: “I wanted to save Gotham. I failed.”

Alfred Pennyworth: “Why do we fail sir? So that we can learn to pick ourselves up.”
THANK YOU

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