

STEP 1: **ESTABLISH SAFETY AND TRUST**

- ☐ Ensure the scene is safe for all parties.
- ☐ Announce your presence, ask permission to engage, and respect personal space.
- ☐ Come with a need item (e.g., socks, medical care).
- ☐ Create a safe, friendly, non-judgmental space.
- ☐ Plan to visit repeatedly to build trust.



STEP 2: **BUILD ONGOING ENGAGEMENT**

- ☐ Listen. Get a sense of their priorities, needs, and goals and reflect back their language, being careful not to use any offensive or stigmatizing terms. As feasible, tailor interactions to cultural preferences, linguistic needs, and other individual characteristics.
- ☐ Establish your role by describing available resources and reduce harm by providing additional basic necessities when possible.
- ☐ Allow the individual to decide how to proceed.
- ☐ Be patient and build trust and understanding of needs over multiple encounters.



STEP 3: **CONNECT TO HOUSING AND SERVICES**

- ☐ Agree on a shared goal in the person's own language, timeline, and terms.
- ☐ Make direct connections to immediately available, safe housing/shelter and supportive services needed for stabilization.
- ☐ Conduct regular follow up status of permanent housing placements and service engagement.
- ☐ Do not promise what you cannot deliver.



CONNECTIONS TO CARE: KEY APPROACHES

- ☐ Assess behavioral health needs in a timely manner
- ☐ Include peers in outreach efforts when possible
- ☐ Assist with access to benefits and services
- ☐ Conduct warm hand-offs to providers
- ☐ Incorporate case management and care data-driven strategies
- ☐ Facilitate access to emergency housing
- ☐ Provide connections to permanent housing



To learn more about effective responses to homelessness:

bjaojp.gov/program/pmhc

To receive free customized support for your agency:

csgjusticecenter.org/resources/le-mh-collaboration-support-center/

Notes/Local Resources:

Sponsored by:



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Justice Center
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KEY STEPS
IN
NAVIGATING
ENCOUNTERS
WITH PEOPLE
EXPERIENCING
HOMELESSNESS

