



## Essential Services at SSG/HOPICS Program Offices and Sites

During this time of crisis due to the Coronavirus SSG/HOPICS is equally committed to both 1) keeping our team members and guests safe, and 2) maintaining essential services for the vulnerable men, women and children that rely on us as a part of the Safety Net. Accordingly, as new and expanded guidance continues to be released from government officials about practicing social distancing and isolation HOPICS is quickly working to actively move the majority of our workforce to work remotely. **However, HOPICS is committed to maintain the Essential Onsite Services described below throughout this difficult time.**

### **Triage and Basic Needs Support**

***Meeting Basic Food, Shelter and Health Needs for Families and Individuals who Walk Into our Office(s)***

- Problem Solving Services
- Placement into Interim Housing if available
- Food Boxes/Groceries
- Linkages to Healthcare (physical, mental and substance use disorder support)
- Transportation Support (TAP Cards) if available

### **Interim Housing Operations**

***Providing Safe and Clean Places for more than 2,000 People who are Homeless to Temporarily Live. Our Interim Housing portfolio includes: Site Based Crisis Housing, Bridge Housing and Enhanced Bridge Housing; Motels; Safe Parking; Safe Landing; and Recovery Bridge Housing.***

- 24 Hour Onsite Staff
- Safe and Clean Sleeping Quarters
- Three Meals Per Day for 24-Hour Site Based Crisis/Bridge and Safe Landing Locations
- Pet Support
- Ongoing Case Management Support
- Linkages to Healthcare (physical, mental and substance use disorder support)
- Transportation Support (TAP Cards) if available

### **Eviction Prevention**

***Providing Relief and Support to Eligible Individuals and Families who are at Imminent Risk of Becoming Unstably Housed***

- Triage and Basic Needs Support
- Assessment of Imminent Risk
- Problem Solving Services
- Connection to Legal Support if needed
- Financial Assistance for Rental and Utility Arrears
- Future Rent Payments if needed
- Relocation Support if needed

### **Payee Services**

***Providing Support and Management of SSI Benefits, Cash Disbursement and Bill Payment for People Who are Not Able to Independently Take Care of their own Financial Business***

- Triage and Basic Needs Support
- Giving Clients Money as Requested
- Payment of Rent and Other Living Expenses
- Ongoing Case Management Support
- Independent Living Support

### **Targeted Outreach Focused on the Most Vulnerable Unsheltered Homeless**

***Meeting Basic Food, Shelter and Health Needs for the Most Vulnerable Unsheltered Homeless in SPA 6***

- Placement into Interim Housing if available
- Wound Care
- Linkages to Healthcare (physical, mental and substance use disorder support)
- Transportation Support (TAP Cards)

### **Food Insecurity Support for HOPICS Clients and Unsheltered**

***Providing Access and Resources for or Directly Delivering/Giving Food to HOPICS Clients in Motels or Very Vulnerable Individuals or Families in Permanent Housing***

- Meal Delivery to Motels, Homes or Unsheltered Individuals
- Grocery or Meal Pickup Options at HOPICS Offices
- Linkages to Locally Funded Food Resources

### **Back Office Operations**

- Security Deposit and Move In Assistance
- Ongoing Rapid Re-Housing Monthly Rent Payments and Landlord Relations
- Unit Inspections for new Eviction Prevention cases and Rapid Re-Housing placements
- Subcontractor relations and payments