

Phoenix Rescue Mission

Homeless Outreach & Navigation Program

Program Overview:

Phoenix Rescue Mission provides a mobile outreach program that sends out teams to targeted areas of homelessness, providing basic services, engaging clients for placement, and assist with community strategic initiatives to end homelessness. This team uses a variety of tools and methods to motivate people living on the streets to permanently exit homelessness. The program is staffed with peer support certificated Street Outreach Case Managers who help set case plans with clients, connection to resources, and consistent follow-up to keep individuals on track to reach their goals. Currently, Phoenix Rescue Mission is contracted to provide homeless outreach and navigation services in the City of Glendale, Avondale, Goodyear, Peoria, Surprise, and Scottsdale.

Program service activities include:

1) Outreach:

- Information and Referral: Connect people living on the streets to programs and services that help them end their homelessness
- Access Point: Chronically homeless individuals who are not a match for PRM's services will be assessed for placement on the Maricopa County housing voucher list.
- GIK Distribution: Distribute water, hygiene kits, naloxone kits, fentanyl test kits, and seasonal items to people living on the streets.
- Program Supplies/toolkit: Hotel vouchers, bus passes, and ID vouchers are provided to people who are working on a case plan. These vouchers help reduce client's barriers to ending their homelessness.
- Transports: Transport prospects for rescue in response to community partner requests.
- Partner Engagements: Outreach engagements in partnership with another agency or group (includes police, nonprofits, churches, etc.)
- Community response: Hotline referral response to encampments and homeless hotspots and provide outreach services.

2) Navigation/Case Management:

- Navigation: Work with people who are awaiting a housing voucher to get their identification, fill out housing applications, search for housing, and complete any other steps necessary to get into permanent housing.
- Benefits Assistance: Eligible prospects will be assisted in signing up for SNAP, AHCCCS, and Social Security benefits.
- Assist clients in other major areas of need, including food and clothing; transportation; shelter; mental health; general health; employment; addiction recovery; and legal issues.

3) Kick-Starter Toolkit Assistance: The Kick-Starter Toolkit Assistance items will support the work of PRM in assisting clients to resolve their homelessness.

- IDs, birth certificates, social security cards, and other vital personal documents
- Bus passes to get to appointments, interviews, jobs, and conduct housing searches.
- Housing application fees
- New unit holding fees
- New unit rental one-time assistance
- Legal fees preventing housing or employment
- Households goods for people transitioning to permanent housing
- Intercity diversion (e.g. Greyhound ticket) for people with a confirmed stable place to stay in another locale

Budget:

Outreach & Navigation Program Budget	
Navigator & operational costs (1 navigator/20 hours per week)	
Item	Annually
Cell Phone	\$ 624.00
Navigator Salary	\$ 21,349.50
Navigation Program Supplies	\$ 4,916.90
Vehicle travel/maintenance	\$ 3,109.60
Total Ongoing Costs (monthly)	\$ 2,500.00
Total Ongoing Costs (annually)	\$ 30,000.00