

# Cleveland Division of Police

Homelessness  
Annual Crisis Intervention In-service Training  
Four Hours



LAW ENFORCEMENT AND  
HOMELESS: FORGING  
PARTNERSHIPS  
CLEVELAND DIVISION OF  
POLICE  
IN-SERVICE TRAINING 2022

## Instructor Manual

Introduce yourself to the class.



**This exercise is meant to gauge the knowledge of the class prior to going through the training.**

Examples to generate discussion:

- One word to describe homeless (Children? Adults? Males? Females? Families?)
- Do we describe homeless different depending on race, gender, etc.?
- Do we define homeless based on our beliefs and values?
- Do we define homeless based on our fears?
- Do you have family members or friends who have ever been homeless?

Allow for up to 10 minutes or more for discussion. Purpose is to put a human face on persons who are homeless.

Note: Use the next slide as part of your discussion.



Use this slide in conjunction with the previous slide (Slide #2).

- 
- A blue-tinted background image showing several hands reaching upwards, symbolizing support or reaching for goals.
- To Define Homelessness
  - To Describe the Challenges for persons who are experiencing Homeless
  - Impact of being Homeless
  - Populations of the Homeless
  - Resources
  - Officer Roles and Responsibilities

## GOALS FOR THE TRAINING

## DEFINING HOMELESSNESS

<https://www.youtube.com/watch?v=9iV446txbfQ>

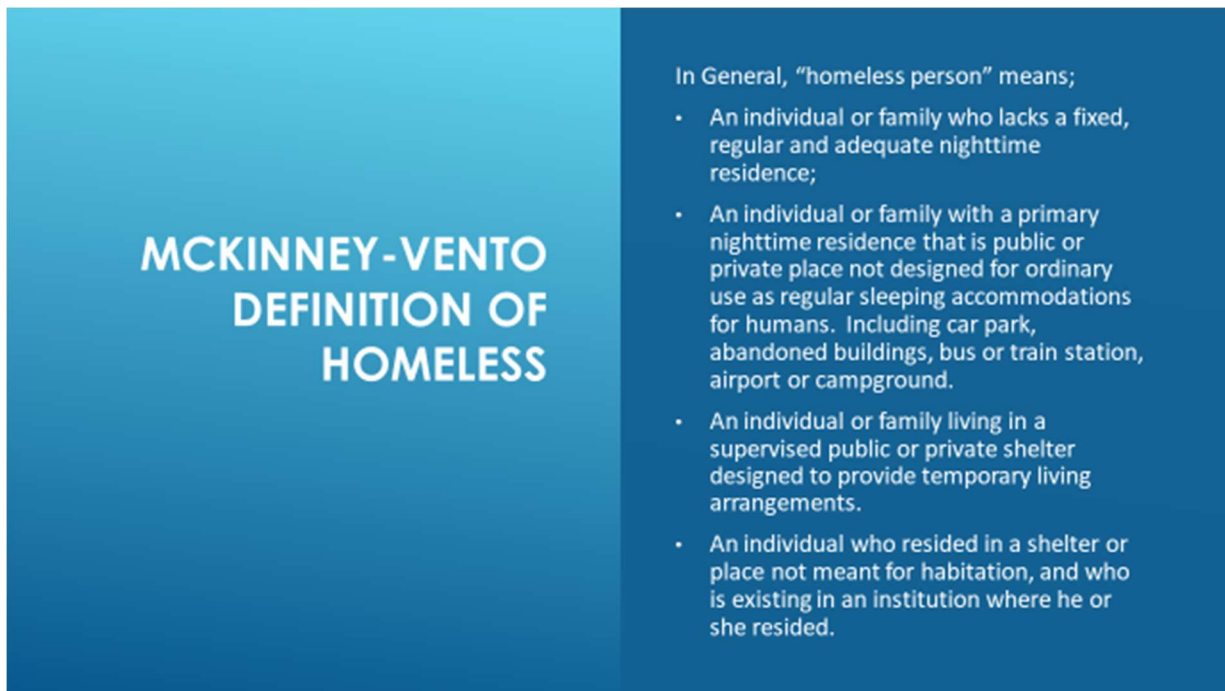
Discussion questions



**Play only the first 2 minutes of this video, then discuss.**

Discussion points:

- Hungry?
- Easy to get into, hard to get out of?
- Don't exist?
- Survival?



## MCKINNEY-VENTO DEFINITION OF HOMELESS

In General, “homeless person” means;

- An individual or family who lacks a fixed, regular and adequate nighttime residence;
- An individual or family with a primary nighttime residence that is public or private place not designed for ordinary use as regular sleeping accommodations for humans. Including car park, abandoned buildings, bus or train station, airport or campground.
- An individual or family living in a supervised public or private shelter designed to provide temporary living arrangements.
- An individual who resided in a shelter or place not meant for habitation, and who is existing in an institution where he or she resided.

**Spend time going through the next 3 slides and discussing with the class.**

Additional note to the instructor:

The McKinney-Vento Homeless assistance act provides a detailed definition of homelessness. While it is good for the officers to be familiar with the criteria for homelessness, it might be best to highlight key points of the act during the review of these three slides.

**MCKINNEY-VENTO  
DEFINITION OF  
HOMELESS**

5. An individual or family who-

- (A) Will immediately lose their housing, including housing they own, rent or live in without paying rent, are sharing with others, and rooms in hotels/motels not paid for by government programs for low-income individuals or by charitable organizations, as evidenced by-
  - (i) Court order resulting from eviction action notifying the individual or family that they must leave in 14 days;
  - (ii) The individual or family having primary nighttime residence that is hotel/motel room where they lack the resources to reside there for more than 14 days;
  - (iii) Credible evidence that the owner of the housing will not allow the individual or family to stay for more than 14 days.
- (B) Has no subsequent residence identified; and
- (C) Lacks the resources to obtain other permanent housing; and

**Continuation of the previous slide and a continuation of the discussion.**

## MCKINNEY-VENTO DEFINITION OF HOMELESS

6. Unaccompanied youth or homeless families with children, who;

- Experience long term period with out living independently in permanent housing,
- Experienced persistent instability by moving frequently over such period, and
- Can be expected to continue as such because of chronic disabilities, physical or mental health, substance addiction, domestic violence, presence of a child/youth with a disability or multiple barriers to employment.

**Continuation of the previous 2 slides and a continuation of the discussion.**



## UNDERSTANDING HOMELESSNESS: DATA

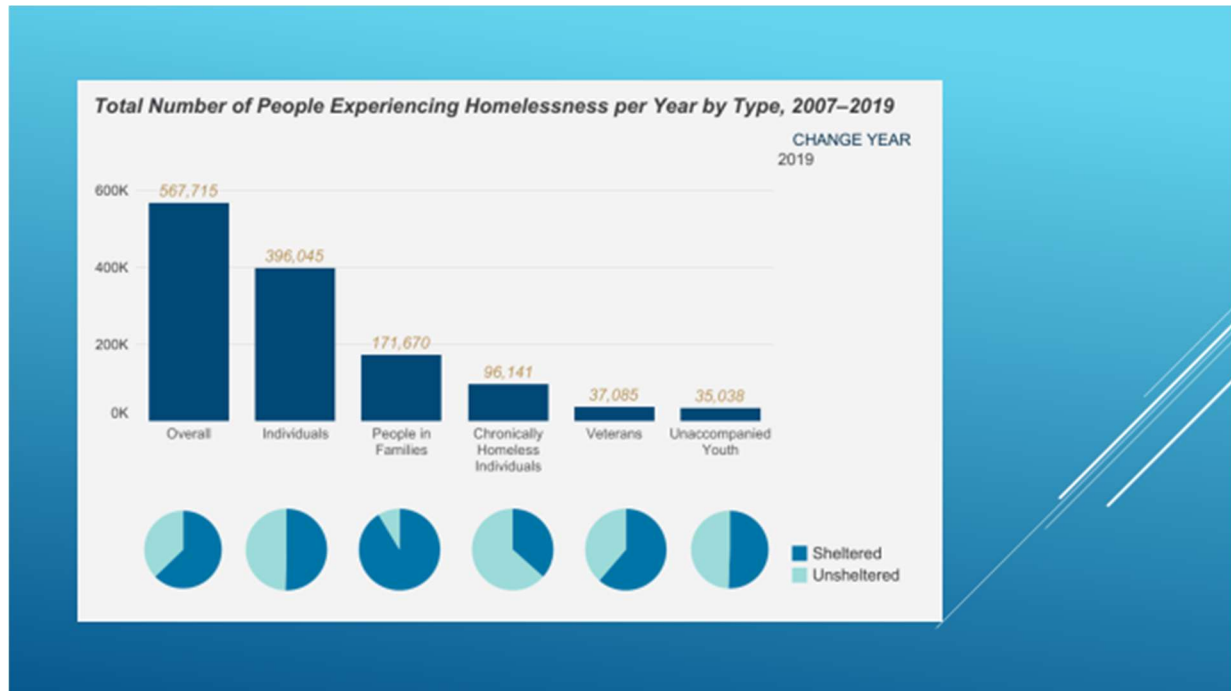
<https://www.youtube.com/watch?v=5TelyWl6oko>

**Play the entire video then discuss.**

Discussion points:

- Are the homeless still invisible?
- How big of a problem do we have in the City?
- Are there homeless people in the suburbs?
- What role does the pandemic play?

Allow 5- 10 minutes for discussion.



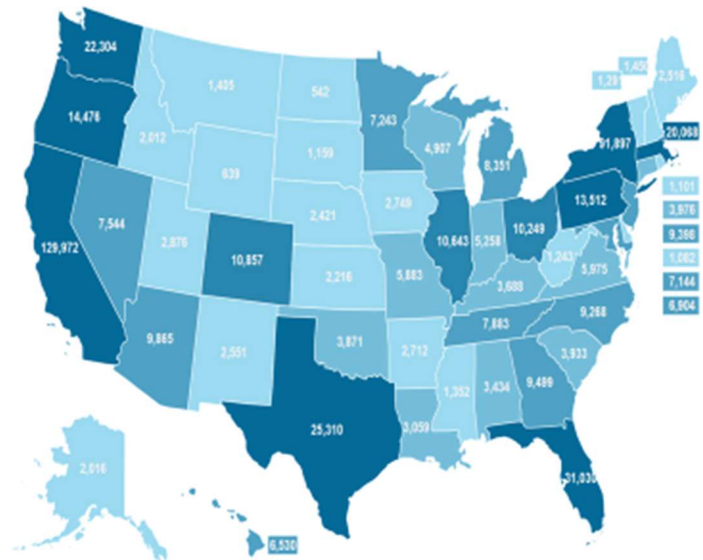
**Spend about 5-10 minutes going through this slide and the next two.**

Additional Note to the Instructor:

Ask the officers, about the different groups of individuals experiencing homelessness in the above slide. Have they encountered homeless families or homeless Veterans?

# HOMELESSNESS IN THE UNITED STATES

Total People Experiencing Homelessness

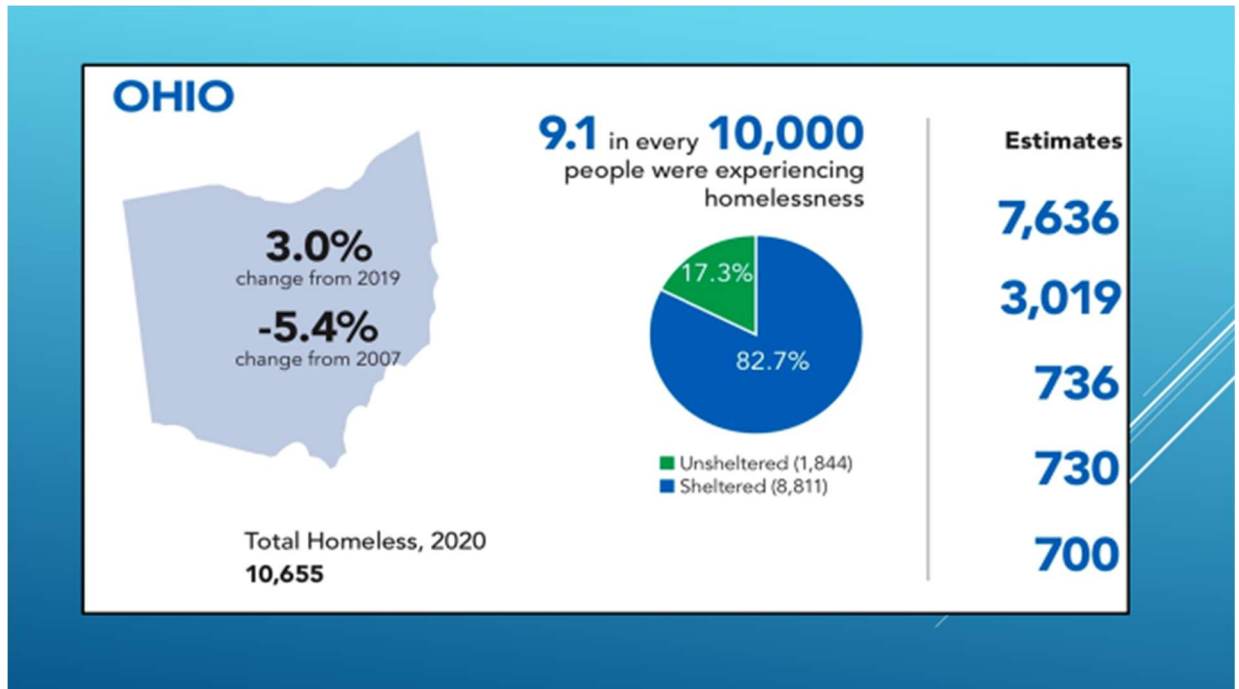


## Further discussion:

- Ohio homelessness in relation to the other states.

Additional Note to the Instructor:

Does the rate of homelessness when compared to other states fit their own impression of Ohio?



Continue further discussion from the previous 2 slides.



# ICE BREAKER

Why are people homeless?

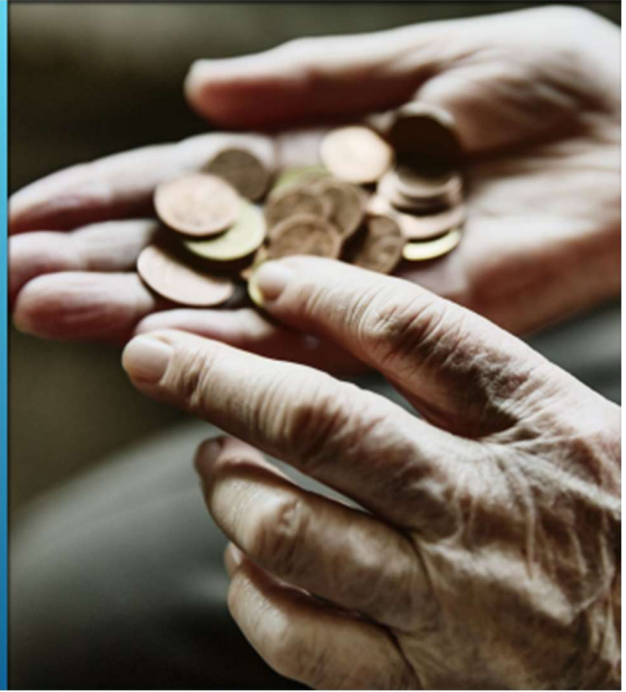
**Spend 8-10 minutes discussing the initial ice breaker.**

Some discussion points:

Why are people experiencing homelessness?

- Choice?
- Bad luck?
- Mental illness?
- Drug abuse?
- Domestic violence?

**UNDERSTANDING  
HOMELESSNESS:  
CONTRIBUTING  
FACTORS**



## WHY DO PEOPLE BECOME HOMELESS?



- *Lack of Affordable Housing*
- *Housing bans resulting from prior justice system involvement*
- *Unemployment/Poverty/Low Wages*
- *Mental Health/Substance Use Disorder*
- *Lack of access to social services*
- *Lack of access to health care and mental health treatment*
- *Trauma/PTSD*
- *Unsafe living conditions*
- *Criminalization of Mental Health*
- *Systemic Racism*

**Spend up to 5 minutes reviewing and explaining this slide.**

The purpose is to understand what it actually costs to afford housing in Ohio.  
Note the cost in the Cleveland area

# OHIO'S HOUSING WAGE

## OHIO

STATE  
RANKING #42\*

In **Ohio**, the Fair Market Rent (FMR) for a two-bedroom apartment is **\$818**. In order to afford this level of rent and utilities — without paying more than 30% of income on housing — a household must earn **\$2,727** monthly or **\$32,728** annually. Assuming a 40-hour work week, 52 weeks per year, this level of income translates into an hourly Housing Wage of:

**\$15.73**  
PER HOUR  
STATE HOUSING  
WAGE

### FACTS ABOUT OHIO:

STATE FACTS	
Minimum Wage	\$8.55
Average Renter Wage	\$13.92
2-Bedroom Housing Wage	\$15.73
Number of Renter Households	157,267
Percent Renters	34%

<b>74</b> Work Hours Per Week At Minimum Wage To Afford a 2-Bedroom Rental Home (at FMR)	<b>58</b> Work Hours Per Week At Minimum Wage To Afford a 1-Bedroom Rental Home (at FMR)
<b>1.8</b> Number of Full-Time Jobs At Minimum Wage To Afford a 2-Bedroom Rental Home (at FMR)	<b>1.4</b> Number of Full-Time Jobs At Minimum Wage To Afford a 1-Bedroom Rental Home (at FMR)

MOST EXPENSIVE AREAS	HOUSING WAGE
Columbus, OH HUD Metro FMR Area	\$18.40
Union County	\$17.88
Cincinnati, OH-KY-IN HUD Metro FMR Area	\$17.00
Cleveland-Elyria, OH MSA	\$16.08
Akron, OH MSA	\$15.58



MSA = Metropolitan Statistical Area; MSA = HUD Metro FMR Area  
\* Ranked from highest to lowest 2-Bedroom Housing Wage. Includes Districts of Columbia and Puerto Rico.  
OUT OF REACH 2019 | NATIONAL LOW INCOME HOUSING COALITION

OH-188

**Spend up to 5 minutes reviewing and explaining this slide.**

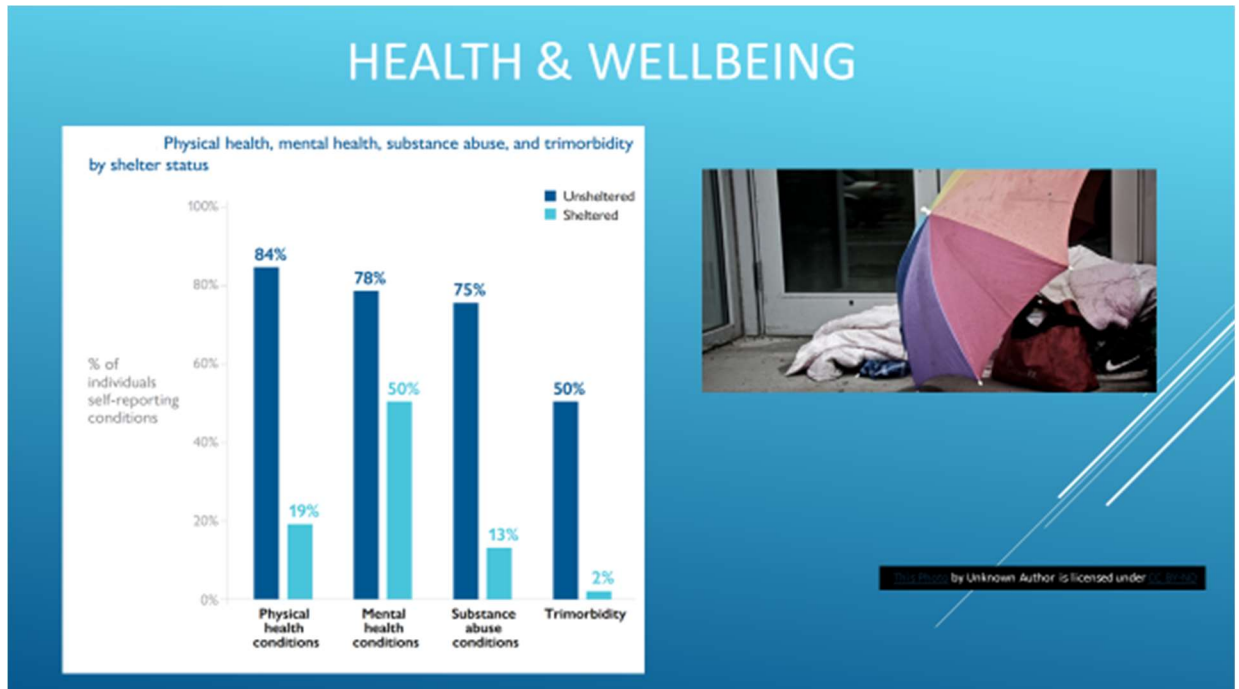
The purpose is to understand what it actually costs to afford housing in Ohio. Note the cost in the Cleveland area.

Additional Note to the Instructor:

- What is the officers' reaction to the cost of housing in Ohio?
- How do the officers feel about the state ranking listed in the slide?



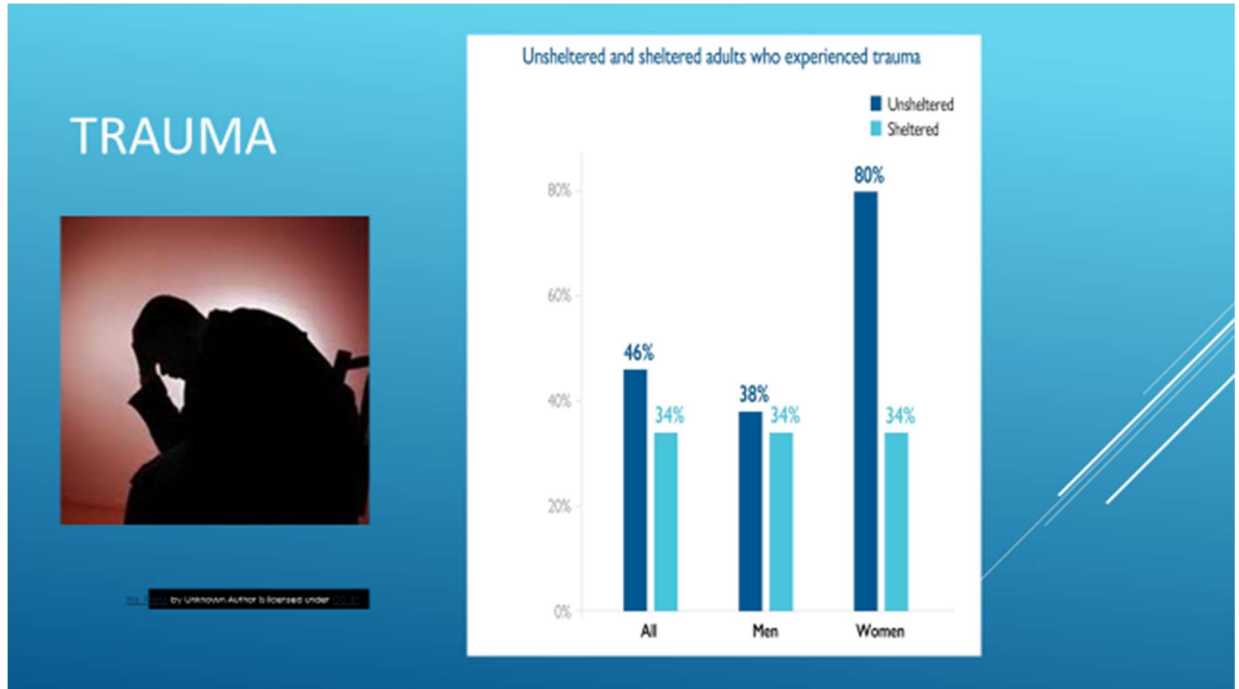
**Start a discussion on understanding homelessness.**



**Starting on this slide, and including the next 2 slide, spend about 10 minutes going through some of challenges and lead a discussion.**

Additional Note to the Instructor:

Highlight the stark differences between individuals who are in a homeless shelter and those who are unsheltered.



Health Conditions Among Unsheltered Adults in the U.S. Policy Brief, California Policy Lab  
calpolicylab.org

**Percent of individuals who report that Trauma caused their homelessness**

Trauma plays a large part of challenges for the homeless. Most people have experienced some form of trauma prior to being homeless. Being homeless is traumatizing in and of itself considering the uncertainty, lack of trust, fear, and loss of family. Continue this discussion with the officer for 10 minutes.

## TRAUMA

- Past trauma increases the likelihood
- Half of individuals in a recent study reported being violently attacked while homeless.
  - Older and longer-term persons experiencing homelessness are at highest risk
- The presence of police themselves can be traumatizing
  - Past experiences with police that did not go well
  - Increased feelings of stigma with police involvement
  - Perception that some officers treat the homeless in a rude manner.

### **Further discussion on challenges:**

FrontLine Coordinator of Case Management identified trauma as the first/ main challenge that comes to mind for the homeless:



**Play entire video and then lead a discussion on challenges facing older adults who are experiencing homelessness (spend about 10 minutes).**

- “On a single day, [an estimated](https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-2020/) 202,623 single adults experiencing homelessness are over age 50, suggesting they may be uniquely vulnerable to becoming seriously ill during the pandemic crisis.”

<https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-2020/>. Our local shelters report a rise in homeless with the aging adult population. Persons may have lost their caretakers and others due to the pandemic.

Culhane, Metraux, Byrne, Stino, & Bainbridge (2013) The Age Structure of Contemporary Homelessness: Evidence and Implications for Public Policy. *Analyses of Social Issues and Public Policy* 13, <https://doi.org/10.1177/1536504213487702>

Hahn, J., Kushel, M., Bangsberg, D., Riley, E. and Moss, A. (2006) BRIEF REPORT: the aging of the homeless population: fourteen-year trends in San Francisco. *Journal of General Internal Medicine*. doi: 10.1111/j.1525-1497.2006.00493.x.

Brown R,m Genati, K, Riley, E., Lee, C., Ponath, C. Tieu, L. Guzman, D. and Kushel, M. (2017) Geriatric Conditions in a Population-Based Sample of Older Homeless Adults, February 2017, *The Gerontologist* 57(4)doi: [10.1093/geront/gnw011](https://doi.org/10.1093/geront/gnw011)

AN AGING HOMELESS  
POPULATION  
SOURCE: STATE OF  
HOMELESSNESS: 2020  
EDITION.  
ENDHOMELESSNESS.ORG

- The homeless population is getting older
- It has been estimated that half of single homeless adults are 50 or above vs. 11% in 1990

<https://www.youtube.com/watch?v=Xao0A8Wnm9s>

**Continue discussion on an aging homeless population.**

HEALTH  
SOURCE: STATE OF  
HOMELESSNESS: 2020  
EDITION.  
ENDHOMELESSNESS.ORG

- And homelessness magnifies the effects of aging
  - Brown et al., (2016): More geriatric conditions in the homeless than in a housed population 20 years older.
- Difficulties in navigating the health care system compounds the problem and is worsened if mental health issues are present
- Navigating the health system *"... is hard even for us. For them it is very hard with very little means. Mental Health symptoms added in would make it impossible"* - a local homelessness services coordinator

**Continue discussion.**

## LIVING IN YOUR CAR

[https://youtu.be/dMBVtPx2B\\_M](https://youtu.be/dMBVtPx2B_M)



**Play the entire video, It is long, but worth it.**

Discussion points could include:

- Is she homeless? She has a “roof over her head.”
- Do we have “safe spots” in Cleveland?
- Have officers in the room encountered someone living in their car?
- If yes, what was your response to someone living in their car?



# POVERTY

- Black and Latinx groups are overrepresented in poverty relative to their representation in the overall population.
- Segregation/Rental Housing Discrimination
- Redlining – systemic housing discrimination supported by the federal government decades ago.

By Unknown Author is licensed under

## **Discuss the effects of race and homelessness.**

Explain how redlining discriminated against individuals.

Discuss the long-term impact of unaddressed issues of racism and the impact on the number of people who are homeless.

Note to Instructor:

Redlining is a practice that began with government-sponsored loan programs that were authorized in the 1930s. Government maps were created that graded neighborhoods and marked areas where the value of a neighborhood were thought to be likely to decrease. The areas deemed less valuable were color-coded in red and marked as not eligible for government backed loans and insurance. The maps were not released to the public at the time. Many banks followed the same maps for determining eligibility for private loans. Once the maps were discovered, Dr. Matthew Lasner, a professor of Urban Studies and Planning, studied the maps and noted that the areas marked in red shared one feature in common. All red areas were where “black people lived” or were integrated with “black individuals living alongside other racial groups.” The prevailing theory at the time was that any area where black people lived was likely to decline in value. The use of these maps likely accelerated deterioration of many neighborhoods in older urban environments throughout the 1960s and 1970s.

Jackson, C. (2021). What is Redlining?. New York Times, August 17.  
<https://www.nytimes.com/2021/08/17/realestate/what-is-redlining.html>



## INCARCERATION

The racial disparity in incarceration rates has continuously worsened. The rate for African Americans has tripled between 1968 and 2016 and is more than six times the rate of White incarceration.<sup>[4]</sup>

### **Continue the discussion on race and homelessness.**

Discuss CDP's work to support opportunities for diversion in lieu of arrest.

Mention the options discussed at previous in-service training that are available such as the co-responder program, Frontline's Services, St. Vincent Hospital Psychiatric Emergency Service and the County Diversion Center.

## AFRICAN AMERICANS AND HOMELESSNESS

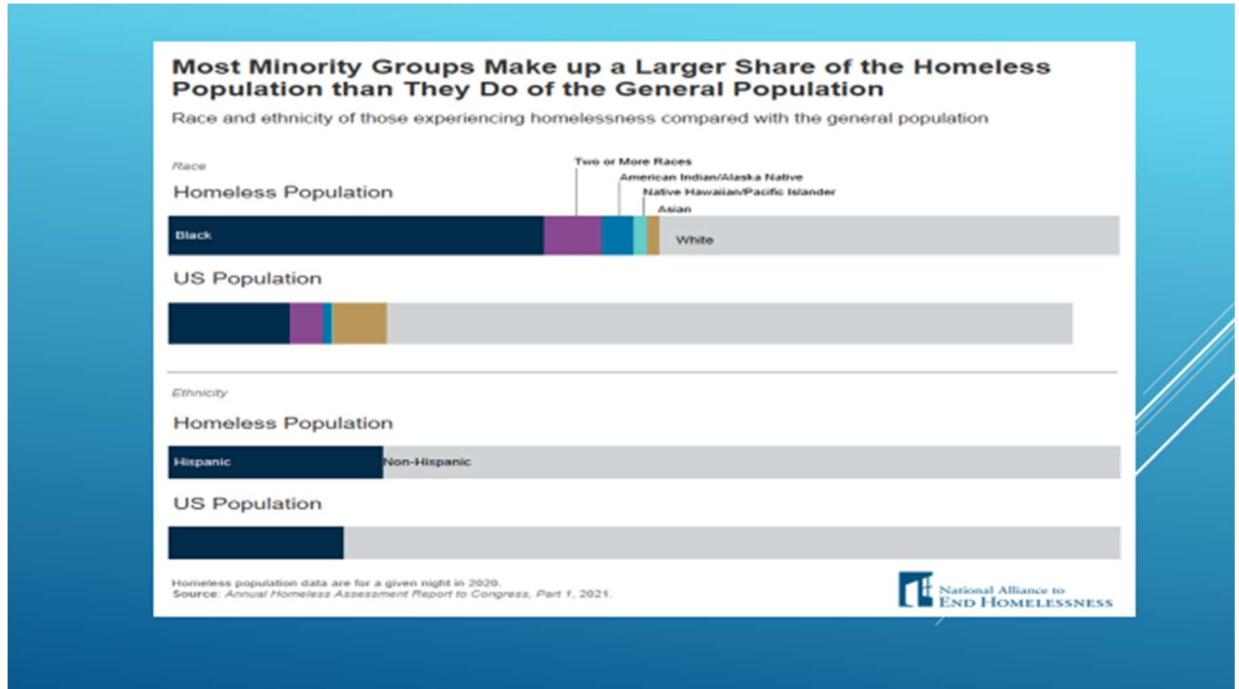
- Most minority groups, especially African Americans and Indigenous people, experience homelessness at higher rates than Whites, largely due to long-standing historical and structural racism
- The most striking disparity can be found among African Americans, who represent 13 percent of the general population but account for 39 percent of people experiencing homelessness and more than 50 percent of homeless families with children. This imbalance has not improved over time.

**Continue discussion.**

- ▶ Latinos make up a share of the homeless population (22%) that is slightly higher than their share of the general population (18%). Based on their percentage of the total population, the number of homeless whites and Asians is disproportionately low.

## LATINOS AND HOMELESS POPULATION

**Continue discussion.**



Continue discussion.



**Note:**

People with mental health disabilities are vastly overrepresented in the population of people who experience homelessness.

Of the more than 550,000 people in America who experienced homelessness on a given night in 2017, 1 in 5 had a behavioral health issue.

While the rate of serious mental illness may not vary by race, studies show African Americans have more difficulty accessing treatment.

## HOMELESSNESS AND YOUTH

- One in 10 young adults ages 18-25, and at least one in 30 adolescents ages 13-17, experience some form of homelessness unaccompanied by a parent or guardian over the course of a year.
- Twenty-nine percent of homeless youth report having substance misuse problems
- Sixty-nine percent of homeless youth report mental health problems
- Thirty-three percent had once been part of the foster care system
- Fifty percent of homeless youth have been in the juvenile justice system, in jail or detention

**Continue discussion.**

## VIDEOS

- Watch through the lens of a vulnerable student!
- Take a closer look: <http://tinyurl.com/joogha7>
- Pop up shop: <http://tinyurl.com/zlgsb7g>
- Value You: <https://www.bellefairejcb.org/valueyou/>

Value  
YOU



**Play the 2<sup>nd</sup> and 3<sup>rd</sup> videos and then discuss.**

FYI, that is Karen McHenry from Homeless and Missing Youth Program of Bellefaire in the photo.

BELLEFAIRE JCB- HOMELESS AND MISSING  
YOUTH PROGRAMS-LOOK BENEATH THE  
SURFACE:  
HOMELESS AND MISSING YOUTH  
SERVING YOUTH MISSING,  
UNACCOMPANIED MINORS, AND  
HOMELESS IN CUYAHOGA COUNTY AGES  
21 AND UNDER.

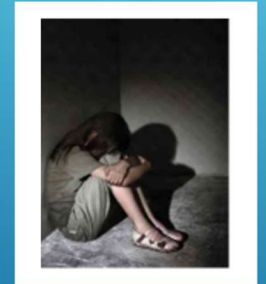
LAW ENFORCEMENT ARE THE TRAINED  
EYES SEEING  
VULNERABLE YOUTH

Karen McHenry LISW-S, LICDC-CS

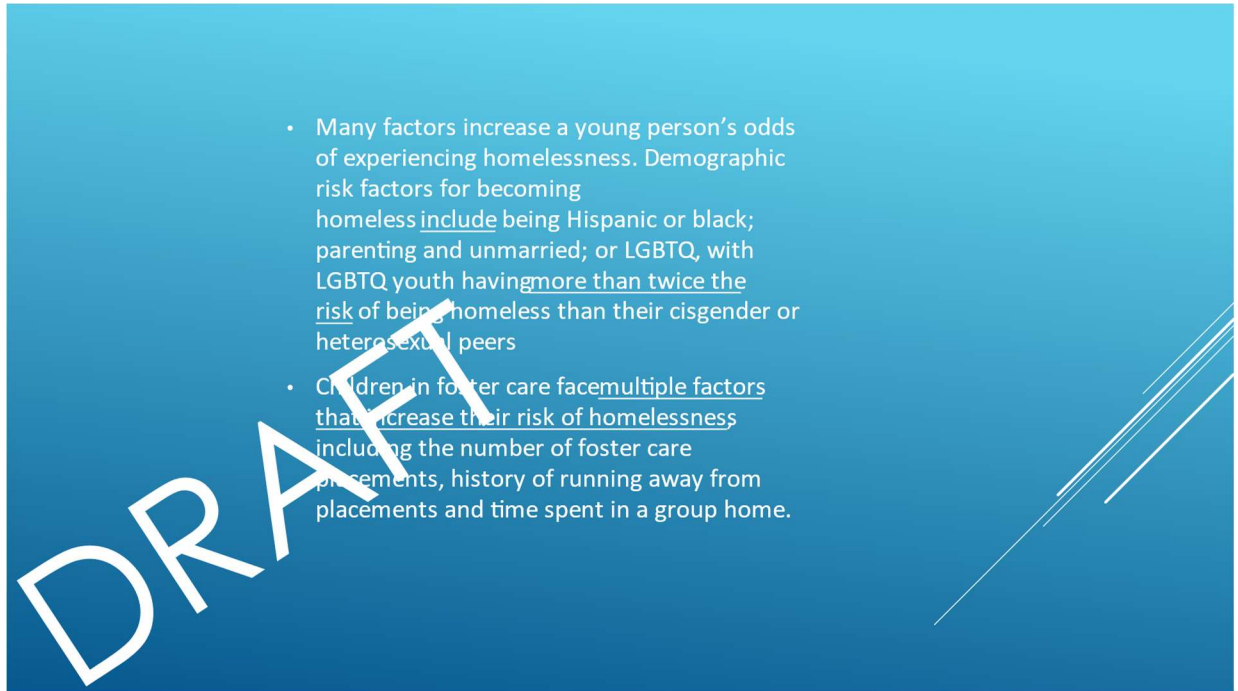
Program Manager

Homeless and Missing Youth Programs of  
Bellefaire

Hotline: 216-570-8010



**Encourage officers to be aware of this program and the 24 hour hotline available to help.**



**Key Points:**

- There are many different demographic risk factors with children that increase likelihood of homelessness.
- LGBTQ youth are more than twice as likely of being homeless
- Examine the risks for youth in foster care placement.

**Note:**

- Explain the Cisgender definition:

A person whose gender identity corresponds with the sex the person had at birth.

## LGBT AND HOMELESSNESS

- According to the Williams Institute 40% of the homeless youth served by agencies identify as LGBT
- 43% of clients served by drop in centers identified as LGBT
- 30% of street outreach clients identified as LGBT
- 30% of clients utilizing housing programs identified as LGBT

**Encourage further discussion by highlighting the statistics on LGBT youth and homelessness.**

## LGBT AND HOMELESSNESS

- 8% of transgender adults across all sexual orientation identities;
- 3% of cisgender and genderqueer sexual minority adults;
- and 1% of cisgender straight adults reported indicators of recent homelessness.
- Among sexual minority adults, African American respondents had significantly higher rates (6%) of recent housing instability.

**Encourage further discussion.**



**Continue discussion and highlight the risk factor related to education.**

- Sexual minority adults are twice as likely as the general population to have experienced homelessness in their lifetime.
- The majority of sexual minority people experienced homelessness for the first time as an adult.
- A higher proportion of transgender people report recent homelessness than sexual minority and cisgender straight people.

**Continue discussion, broadening the topic to include adults.**



THINGS TO CONSIDER

**DRAFT**

- Homelessness is not a crime
- Many feel very vulnerable
- De-escalation is always the first choice when appropriate
- Promoting outreach services
  - NEOCH has outreach cards with the resources
  - Drop-in centers for information, mental health services and related
  - Reference list at conclusion of this presentation
- Treat people with kindness and respect

**Note to Instructor:**

Review the important role officers can serve in promoting outreach to those who are homeless.

If needed, direct any questions and/or comments about specific Cleveland Division of Police policy and/or procedure to the interim CIT Coordinator, Deputy Chief O'Neill or the student's direct supervisor.

A graphic with a blue gradient background. On the left, the text "CUYAHOGA COUNTY CONTINUUM OF CARE" is written in white, stacked vertically. A thin white vertical line separates this text from a list of bullet points on the right. The bullet points are in white and italicized.

CUYAHOGA  
COUNTY  
CONTINUUM OF  
CARE

- *Collection of providers serving those who are homeless in our county*
- *Cuyahoga County Continuum of Care and HUD believe homelessness should be **brief, rare, and non-recurring***
- *Homelessness is a crisis, not a housing placement*
- *Cuyahoga County practices Right to Shelter community—all those who ask for Shelter will have a bed placement*
- *We are a Housing First Community*

**Discuss the importance of being a Housing First Community.**

Expand on this as needed to provide the officers with an understanding of their role in outreach to those who are homeless.

## RAPID RE- HOUSING

- The **Office of Homeless Services** works with community partners to ensure that all homeless families have immediate access to safe emergency shelter and permanent housing.

**Rapid Re-Housing (RRH)** is offered to every family in shelter within 7 days of entry. The goal is to exit households within 45 days of shelter entrance.

- **Housing Locators** assist families to find rental housing in the community. Six months of subsidy at 100% is guaranteed.
- The family receives **RRH Case Management** during this subsidy period. The goal is that the family will be able to sustain the rent through its own resources when the RRH assistance is completed.
- If the family is not stable, additional rent assistance may be authorized.
- [Family Homelessness \(cuyahogacounty.us\)](http://cuyahogacounty.us)

**Lecture and discussion on the meaning of Rapid Re-Housing.**

## COORDINATED INTAKE

Coordinated Intake is the front door to emergency shelters for individuals and families with no place to safely sleep and who are literally homeless.

If you have other safe housing options, like friends or family members, please explore those options before calling Coordinated Intake.

Coordinated Intake provides:

- Exploration of alternatives to shelter, or shelter diversion.
- Referral for emergency shelter, if needed.
- Referral for emergency services, if needed. Services could include help with medical issues, mental health, and drug abuse.

**Lecture and discussion highlighting the comprehensive nature of the services provided.**

## COORDINATED INTAKE

### Coordinated Intake does NOT provide:

- Referrals for housing, including permanent vouchers or subsidies.
- Rental assistance or security deposits.
- Utility assistance.
- Shelter letters.

**Lecture and discussion on Coordinated Intake.**

## HOW TO ACCESS SERVICES

- *FrontLine's Coordinated Intake and Assessment*
- *By phone call only – no face to face because of Covid*
- *"Front door" to services for those who are experiencing homelessness*
- *Monday-Friday 8a-8p*
- *Call 211 for families after hours*
- *Single adults can go directly to 2100 or Norma Herr after hours*
- **216-674-6700**

**Lecture and discuss the importance of the officers engaging Frontline's services.**

## ADULT SINGLES SHELTERS

- *LMM's Men's Shelter at 2100 Lakeside*
- *Norma Herr Women's Center/ Frontsteps*
- *Season of Hope*
- *City Mission*
- *Laura's Home*
- *St. Herman's*

**Lecture and discussion of resources available for the officers.**

## FAMILY SHELTERS

- *All Family Shelters are through referral from Coordinated Intake and do not have direct entry except for Laura's Home*
- *Call Coordinated Intake, will get referral*
- *Likely stay at The Haven (Family overflow) prior to admission to traditional family shelters (i.e., Zelma George, Family Promise, West Side Catholic)*
- *Will need to call 211 to get immediate shelter if after 8p*

**Lecture and discuss available resources for those who are homeless.**

# NORTHEAST OHIO COALITION FOR THE HOMELESS

<b>Mission Statement</b>	<b>Key Values</b>
NEOCH exists to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach.	<b>Anti-Racism</b> <b>Community</b> <b>Compassion</b> <b>Affirming Dignity</b> <b>Trauma Informed</b> <b>Radically inclusive</b> <b>Gracefully</b> <b>Accountable</b> <b>Sustainability</b> <b>Pro-LGBTQ</b> <b>Solidarity</b> <b>Integrity</b> <b>Justice</b> <b>Love</b>

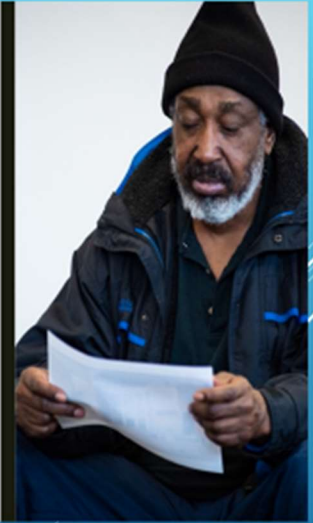


**Lecture and discuss the role of NEOCH.**

## NEOCH'S OUTREACH SERVICES

### Street Outreach Program

1. Cleveland Outreach Collaborative:
  - It takes the skills and resources of multiple agencies to provide the support to get individuals into housing.
2. NEOCH's Outreach
  - NEOCH employs 6 full-time street outreach workers
  - Many with lived experience themselves.
  - Supporting specific population: LGBTQ , Young Adults, Veteran, Encampments, Areas with high concentrations of unhoused people ie Ohio City.



**Lecture on the available street outreach program.**

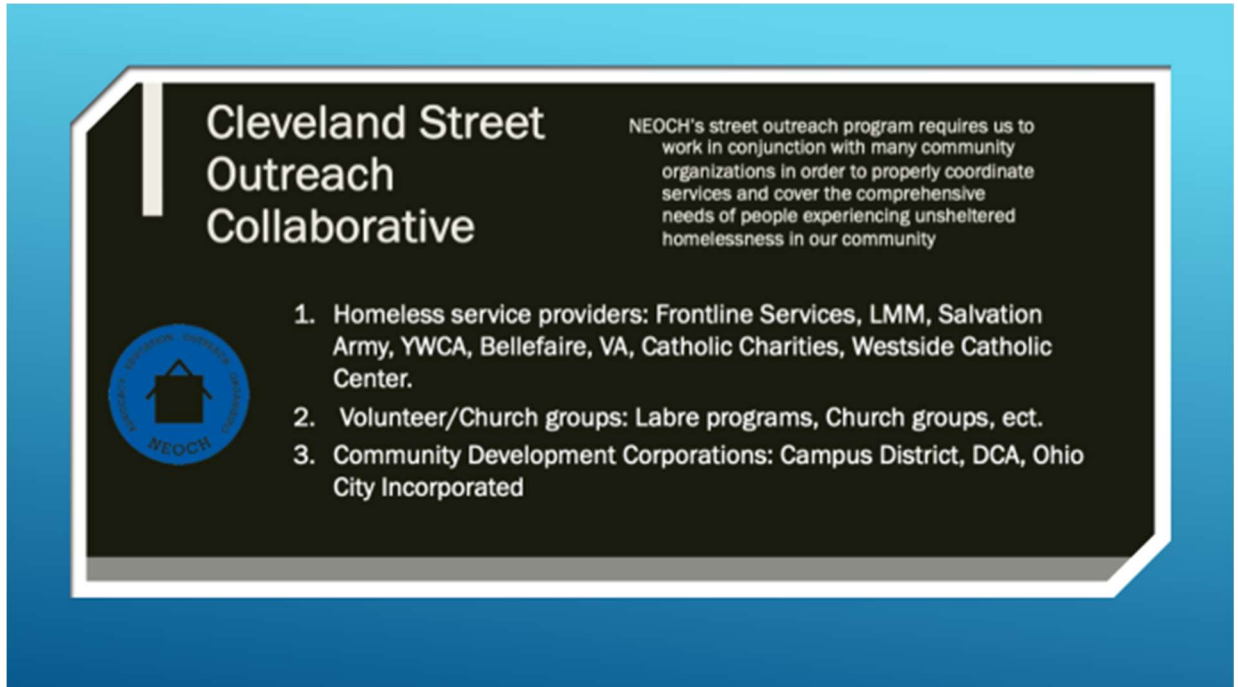


**HOMELESS  
OUTREACH**

***Purpose***


- *To help people who are homeless or facing homelessness. Our overall goal is to meet that individual where they are. Outreach workers advocate for practical assistance including housing, medical care, mental health services, crisis intervention, and daily living needs.*

**Lecture and discuss.**

A graphic with a blue background and a white border. It features a black rectangular area with white text and a blue circular logo. The logo contains a white house icon and the text "Cleveland Street Outreach Collaborative" and "NEOCH".

## Cleveland Street Outreach Collaborative

NEOCH's street outreach program requires us to work in conjunction with many community organizations in order to properly coordinate services and cover the comprehensive needs of people experiencing unsheltered homelessness in our community



1. Homeless service providers: Frontline Services, LMM, Salvation Army, YWCA, Bellefaire, VA, Catholic Charities, Westside Catholic Center.
2. Volunteer/Church groups: Labre programs, Church groups, ect.
3. Community Development Corporations: Campus District, DCA, Ohio City Incorporated

**Lecture and discuss.**



## Cleveland Street Outreach Collaborative

Ensure that people who are homeless have the basic needs for survival, linkage to services, access to temporary shelters, housing assistance, and support in times of crisis.

### 1. Outreach Leaders Meeting

- Share resources, track trends, trouble shoots barriers and tough situations.

### 2. Outreach Workers Meeting

- Identify individuals through a by-name list approach.
- Person centered group accompaniment.

Lecture and discuss.

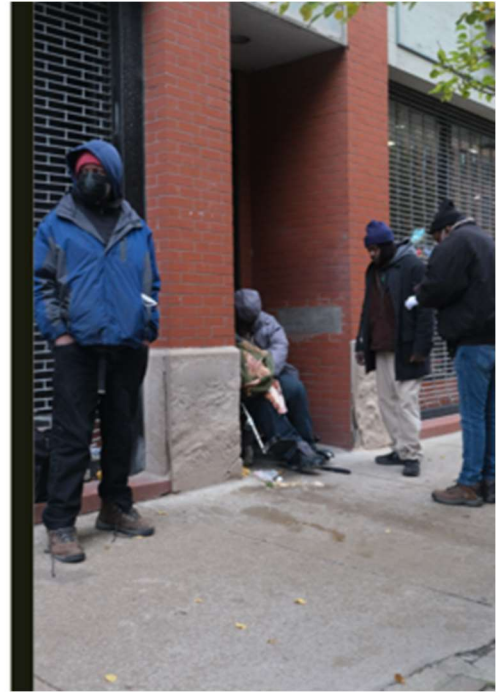
## NEOCH's Street Outreach Services

### 1. Relational Outreach Approach

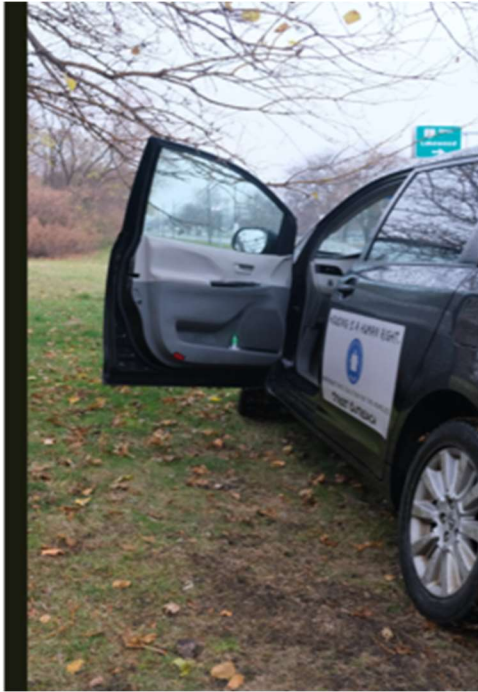
- Healing happens through cultivating relationships of trust and mutuality.
- People are not problems to be solved or cases to be managed; they are friends to be loved and journeyed with.

### 2. Best Practices

- Strength Based Approach
- Trauma Informed Care
- Housing First
- Motivational Interviewing



**Lecture and discussion.**



## NEOCH's Street Outreach Services

### Basic Needs

- Hygiene products (toothbrushes, socks, soap, etc.)
- Small snacks and water
- Blankets and Cold weather clothing (hats, gloves, coats available during office hours)
- Condoms, Safer Injection Supplies, health information
- Sheltering (Tents, Tarps, and sleeping bags)
- Seasonal supplies when available (sunscreen, bug spray, hand warmers, etc.)

### Housing Assistance (Housing First approach):

Everyone is assessed and provided resources/referrals to any housing options they may qualify for, both in and out of the CoC. If a client is referred to a CoC housing program, outreach workers make all efforts to facilitate a connection to that provider, and assist, as needed throughout the housing process.

Lecture and discuss, reviewing the Housing First approach mentioned earlier.



## NEOCH's Street Outreach Services

### **Behavioral Health**

Street Outreach often encounters individuals in crisis and assess the crisis for lethality, including suicidal and homicidal risk. Outreach responds depending on the perceived severity of the crisis.

### **Medical Needs:**

Twice a week, our outreach staff work side by side with medical doctors to provide basic medical evaluations and targeted check ups for people living on the streets

### **Legal Accompaniment**

Outreach Workers accompany individuals when in navigating interaction with the criminal legal system

- Document civil and human rights violations
- Advocacy with law enforcement
- Legal assistance and referrals

**Lecture and discussion on Street Outreach Services - continued.**



## VIDEO

<https://youtu.be/T-eBnIZOMdM>

**Play entire video.**

Discussion questions:

- Has anyone encountered someone selling the Chronicle?
- What are the officers' thoughts on the Chronicle?



**Continue lecture and discussion.**

Provide a short summary of resources discussed earlier.



**Continue discussion on best practices and the role of the police.**

If needed, direct any questions and/or comments about specific Cleveland Division of Police policy and/or procedure to the interim CIT Coordinator, Deputy Chief O'Neill, or the officer's direct supervisor.

## WHAT IS THE ROLE OF THE POLICE?

- Agencies increasingly are viewing the issue as a problem to be solved, rather than an enforcement issue that can be addressed by arresting homeless persons.
- So, the police role is evolving.
- Because most police and sheriffs' departments are not given funding and resources to take on responsibilities for helping homeless persons, they must develop partnerships with a wide range of social service agencies and other government departments in order to have an impact.

### Key Points:

- Homelessness is being viewed more as a problem to be solved
- Therefore, the police role is evolving
- Law enforcement is developing partnerships with social service agencies to address issue.

## ROLE OF THE POLICE

- Engagement
- Non-judgmental
- Attempt to meet basic needs-food, clothes, shelter
- Respect the right to privacy, homelessness
- Understand that this is social service problem
- Understand that it takes a community to respond not just police
- Understand that this is not a seasonal problem but all year long
- Understand that no one group has the answer

**Continue discussion by focusing on the changing role of police and CDP's policy changes over the last few years reinforcing this role.**

### **Key Points:**

- Police play an integral role
- By understanding this role, the police can be part of the solution.

### Law enforcement is not equipped to address the underlying causes of homelessness

- Police often have limited response options beyond taking people to jail or a hospital.
- Police must balance the lack of tools and resources to respond in a meaningful way with pressure from the community and business leaders to "do something" about homelessness, while also respecting the legal rights afforded to PEH.
- Collaborative efforts among law enforcement, other government agencies, social services providers, and community leaders are key to ensuring that individuals are connected with appropriate services.

#### **Key Point:**

- Police are not expected to solve the problem but play an important part.

Although there are limitations, having a collaborative plan with appropriate services and agencies is paramount.

Note the CDP co-responder program making use of social service assistance in responding.

## STRATEGIES

- Create a policy within the department on managing the homeless population
- Enlist the support of social services when responding to the calls
- Know the resources in the area
- These calls are going to take time
- People are looking to have basic needs met first before treatment-food, shelter, safety
- Consider that people may have had a negative experience with police.
- Resistance is about their experience with the system and not you.

### Key Points:

- Here are more strategies that will assist in positive interactions with individuals that are homeless
- Understand the available resources
- These calls take time and exacerbated by possible negative experiences with police.

Discuss the suggested strategies on this slide.

How many of these strategies are being used by CDP?

How can the social service agencies help CDP officers make even greater use of these strategies?

## SCENARIO

You are called to a local business because a woman has been sleeping a park bench close to the restaurant and it has been reported that she is asking for help from people who are walking into the local business. Before you arrive, you are told that the woman is homeless , refuses to go to the shelter, and is often seen speaking to herself while walking around in the park. What would be your role in this situation and what would you try to do to help the woman?

**Read scenario and start a discussion with class. Thoughts for discussion:**

- Is this a crime?
- Should police be involved?
- If police involved, what should they do?



**Start further discussion on possible resources.**

Handout the resource pamphlet.



## RESOURCE REFERENCE LIST

**Briefly review the following resources - as needed.**

## CUYAHOGA COUNTY OF HOMELESS SERVICES (OHS)

### Program Director

Melissa Sirak, LISW-S

[msirak@cuyahogacounty.us](mailto:msirak@cuyahogacounty.us)

Cuyahoga County Office of Homeless Services

Phone: (216) 443-3078

### Office of Homeless Services

#### Courthouse Square Building

310 West Lakeside Avenue, Suite 195  
Cleveland, OH 44113

Hours: Monday - Friday 9 am to 5 pm





**Do you or someone you know need a Safe Place?**  
Call our 24/7 hotline:  
216-570-8010

Or look for the: 

   
CLEVELAND PUBLIC LIBRARY  
[www.cpl.org](http://www.cpl.org)

 **Homeless & Missing Youth Program**  
*A Program of Bellefaire JCB* Hotline 216-570-8010

 **lutheran metropolitan ministry**  
*listening, serving, empowering*

Next Step Youth Shelter:  
216-941-0062

Greater Cleveland RTA buses are a Safe Place in addition to Cleveland Public Library locations. Just board an RTA bus, let the driver know you need a Safe Place and you'll get help from Bellefaire JCB or LMM's Next Step Youth Shelter.



## CONTACT INFORMATION

- Northeast Ohio Coalition for the Homeless
- 3631 Perkins Ave 44114
- 216-432-0540
  
- Takisha Strowder – Outreach Director
- [Takisha@neoch.org](mailto:Takisha@neoch.org)
- 216-432-0540
- Liam Haggerty – Director of Street Outreach
- [Haggerty@neoch.org](mailto:Haggerty@neoch.org)
- 216-432-0540

## REFERENCES:

<https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-2020/>



## 24-HOUR POLICE HELP LINE – WHEN TO CALL?

The **24-Hour Police Help Line: 216-623-6888** (FrontLine Service) will be available 24/7 to law enforcement and fire/EMS who interact with an individual showing signs of mental health and/or substance misuse issues.

Additionally, friends of clients, family members of clients, or clients themselves (self-referral) can make a referral by calling this number

**Highlight the importance of Frontline's Service as the key to law enforcement outreach.**

## 24-HOUR POLICE HELP LINE – WHAT TO EXPECT?

- ▶ A brief description of your observations/understanding of what is going on with the individual.
- ▶ The criminal offense that the person could be charged with. If there is no criminal offense, explain any mental health or substance use concerns.
- ▶ A little information about the person's basic functioning level.

**Review what police should expect from the help line.**

Emphasize the importance of providing feedback to the CDP CIT Coordinator on the use of the help line.



**Facilitate brief discussion on final thoughts.**

Note to the Instructor:

It is important to end on a positive note, providing the officers with encouragement and hope that they can have an impact on the cycle of homelessness.