



## Relationship Empowerment Action Compassion Heart

### **Program Overview:**

The Outreach and Case Management program would:

1. Be a partnership among faith communities, businesses and community members to serve those experiencing homelessness centered around relationship, compassion, and collaboration.
2. Provide personalized, low barrier supportive services to a widely diverse population of seniors, families, children, veterans, single adults, and LGBTQ people that are experiencing homelessness and life challenges.
3. Coordinate and collaborate with community partners to connect Bend's most vulnerable to necessary services and meeting the basic needs of the homeless community.

### **Program Details:**

The relational model we use allows and provides people the time and space to build trust, confidence and strategies in which to grow and make shifts in their life that lead to greater independence and self-sufficiency.

Many who are experiencing homelessness in Bend need a safe and trusted way to receive mail; bathe; apply for medical services, insurance, benefits, and employment; eyeglasses; EBT cards; ID Cards; birth certificates; and transit tickets. This program of outreach, through case management based on listening and trust building, helps individuals access these necessities to create stability and set people up for successful outcomes. This continuity of care offers opportunities for people to reduce stressors, re-traumatization and limit barriers as they address the challenges in their lives.

Our program also provides resiliency tools, safety, health and wellness to those individuals with mental health and addiction challenges and addresses the impact of trauma to this increasingly growing and threatened population of our community. Access through key partners to medical care, dental care, mental health, addiction recovery, vocational training is also promoted and encouraged.

### **Program Approach:**

Case management would be meeting the needs of the community in a mobile setting, with the ability to meet people living in cars, outside, shelters, tents, storage units, in the doorways of local businesses or on BLM land - bringing services and solutions directly to those in need and therefore reduce the barriers of access due to where people are living. This outreach is a proven model that substantially improves the outcomes of this vulnerable population.

When working with people in a constant state of crisis we find we need to work in "real time" with solutions that are realistic. Using evidence and data to achieve the greatest impact while adapting our strategies to best fit our clients, their strengths, barriers and situations.

The trust and safety of the program allows us to educate, advocate and better understand not only the impact trauma has had on our client but helps us to refer them to services that can provide trauma-informed services to better health, better care and lower costs which has a positive impact on our community and city. The economic costs of adverse experiences drains an individual's resources across their lifespan and research has shown that resiliency strategies through relationships can aid in healing and understanding potential paths for recovery. By providing physical and emotional safety, we are able to focus on strength and resilience and build skills that will help people move in a positive direction

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