



**Montgomery County, Maryland
City of Gaithersburg**

The Nadim Khan Memorial Homeless Resource Day

Online Self-Paced Training

Homeless Resource Day scheduled:

Date: Thursday, October 19, 2023

Time: 9a-2p

Location: The Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, Maryland 20877



What will I learn in this training. . .

1. What programs serve persons experiencing homelessness in Montgomery County?
2. Statistics on Homelessness – How many are experiencing homelessness in our community?
3. What is the Point-in-time Count and what was the 2023 count?
4. What is Homeless Resource Day?
5. Volunteer roles and responsibilities
6. Safety information
7. Parking directions – Where should I park?
8. Additional Resources and Training Opportunities



Training Goals

- To ensure that every one has an enjoyable, rewarding and safe day.
- To learn what Montgomery County is doing to make homelessness rare, brief and on-time only.
- To learn how Homeless Resource Day got it's start.
- To ensure that volunteers know the roles, responsibilities and safety tips essential for the day.
- **To verify that all volunteers have received training. Everyone is required to complete a short survey.**

Homeless Programs and Statistics



Programs That Address Homelessness



Homeless Prevention | Housing Stabilization

- Emergency assistance to preserve housing
- Assistance with paying utilities

Crisis Response Services

- Housing-focused Outreach to those individuals sleeping on the streets
- Emergency Shelter that provides short-term temporary lodging
- Transitional Shelter that provides longer term temporary lodging

Permanent Housing

- Housing First Permanent Supportive Housing provides ongoing rental subsidy and intensive support services with no strings attached
- Rapid Re-housing provides a short-term rental subsidy and case management to help households increase income and housing stability
- Shallow rental subsidies and connection to affordable housing are provided to households with minimal service needs

Programs and Statistics



Permanent Housing:

- In **Fiscal Year (FY) 2023** (July 2022-June 2023), **753** persons exited homelessness for permanent housing.

Program Type	Number of persons exited homelessness
Rapid Rehousing (RRH)	268
Permanent Supportive Housing	237
Other Permanent Housing	248

- **Short-term Housing and Resolution Program (SHaRP)** – a rental subsidy program for up to a year. Since its started in December 2020, **560** households have been housed.

Programs and Statistics (continued)

Prevention Programs “Safety Nets to Prevent homelessness”:

- **Rental Assistance Program (RAP):** Is a Shallow Rental Subsidy Program only by referral-County RAP served **806** households at varying points throughout the year (FY23)
- **Emergency Assistance Program:** **3,700** households received emergency grants to prevent eviction/homelessness in **FY23**

Shelter Services:

- **Year-Round Emergency Shelters:** There are **560** emergency shelter year-round beds for individuals and families which are fully utilized
- **Overflow Emergency Shelters:** There are **222** emergency shelter year-round beds for individuals and families which are fully utilized

Point-in-Time Count in Montgomery County

Let's Make
Everyone
Count

- The Point-in-Time (PIT) is a one-day count required by the Housing Urban Development (HUD) of those experiencing homelessness by community.
- The count is done annually in January and gives a *snapshot* of homelessness.
- Volunteers go out after 12 a.m. to count, engage, and survey those experiencing homelessness living on the streets.
- Single individuals and families living in shelters are also counted.
- The January **2023** PIT, showed a **54%** increase from **2022** in total persons experiencing homelessness.

Montgomery County, Maryland 2023 PIT Homelessness Count

During the night of Wednesday, January 25, 2023, there were:

Total Literally Homeless: **894**
a **54%** increase since 2022



Families



Individuals

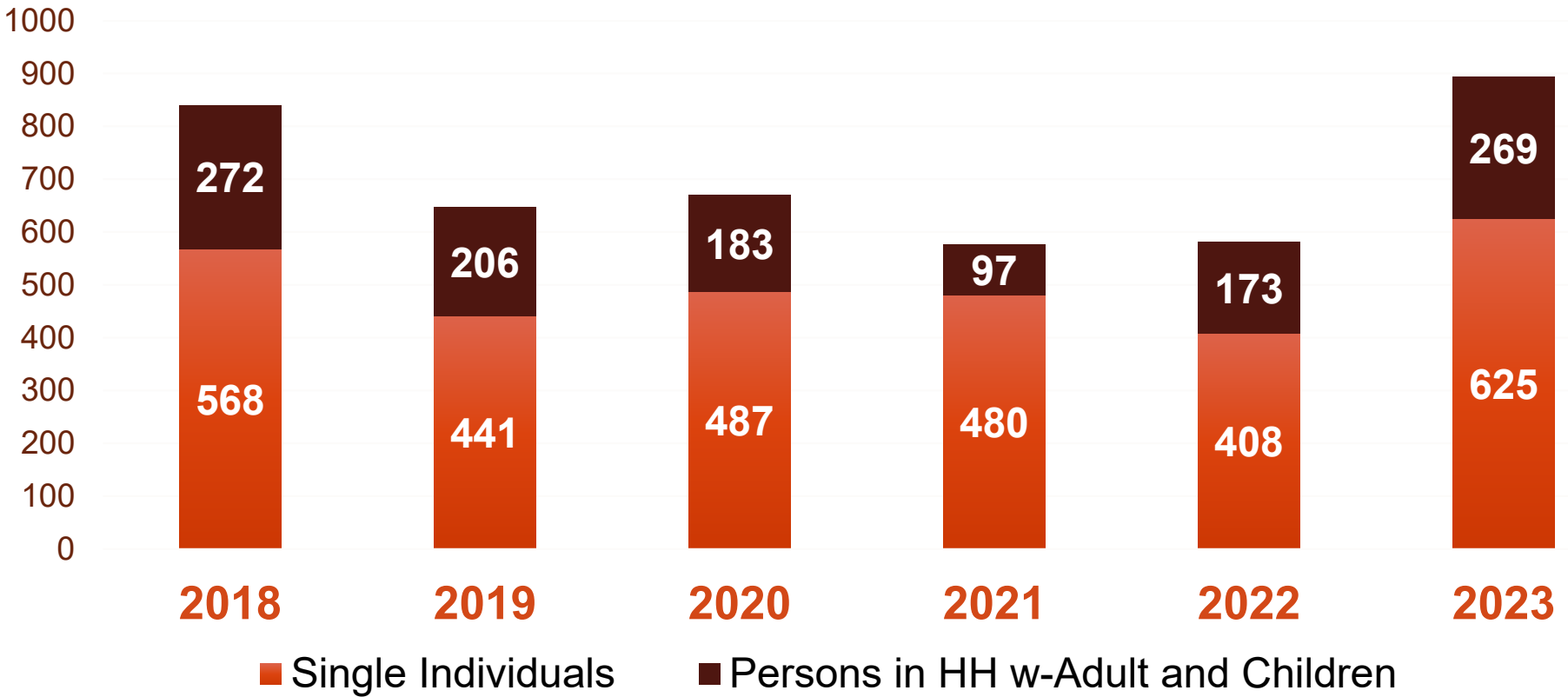


154 Children living in shelters

46 Youth (Age 18-24)
Experiencing Homelessness



Point in Time Count Comparison 2018-2023



Point-in-time Counts from 2018-2023
Total Households Experiencing Homelessness

Facts About Homelessness in **Montgomery County**



- On any given day, there are approximately **600-800** persons living in emergency shelter and places not meant for habitation.
- Everyday, approximately **80-150** children could experience homelessness.
- **20%** of individuals experiencing homelessness reported income from employment.



The Nadim Khan Memorial Homeless Resource Day



Who was Nadim A. Khan?

Nadim was the Chief of Special Needs Housing (now known as Services to End and Prevent Homelessness) from 2007-2016.

- Prior to working with Montgomery County, Nadim was Chief Operating Officer of the Jewish Foundation for Group Homes. Nadim dedicated his career to helping those in need.
- Since 2011, Nadim was instrumental in spearheading Homeless Resource Day. Taking the event from an idea to the successful collaboration of community, service providers, and government that it is today.
- Nadim's advocacy and leadership continues through the efforts of all who volunteer.
- Chief, director, husband, father, musician, photographer, friend--Nadim was a True Renaissance Man who is dearly missed.

Montgomery College and University of Maryland Students Volunteer



What is Homeless Resource Day (HRD)?

HRD is a “one-day, one stop” event where individuals and families experiencing homelessness can access services and receive information.

The day brings the community together to help residents in need.

- The goal of HRD is to provide individuals and families experiencing homelessness the opportunity to:
 - access supportive services,
 - learn about homelessness prevention and housing options,
 - get connected to services to improve self sufficiency.

What services are provided?



- Financial counseling from the Gaithersburg Financial Empowerment Center
- Benefits Information (Social Security Admin., Food Stamps, Cash and Medical Assistance)
- Medical Care (Flu shots)
- Behavioral Health information
- Housing Information (HOC, Renter's Alliance)
- Homeless Preventions (Pepco, Rental Assistance, Office of Home Energy)
- Veteran services
- Legal Information
- Non-driver's identification (MVA)
- Personal care (Haircuts and manicures)
- Giveaways (Winter Coats and accessories)

The Activity Center at Bohrer Park

Two Gyms will be divided into Quads. Service Providers will staff tables and the Quads are designated as follows:

Quad 1 – Health Services

Quad 2 – Income Assistance and Supports

Quad 3 – Financial | Legal Services

Quad 4 – Personal Care | Giveaways

Rear Lobby – Lunch Area for Guests

Room A – Area reserved for confidential consultation

Room B and C – Volunteer Room

- Check-in
- Breakfast and Lunch
- Rest Area for Volunteers

The following maps are DRAFTS to give you a visual of the floor plan that guests and volunteers will be navigating.

FINAL maps of the floor plan will be provided on October 19.

Exercise Room
NOT PART OF EVENT

ENTRANCE|EXIT

Gym 2 | Quad 3

Financial | Education | Employment
Financial Empowerment Center
Banking Info | Credit Counseling
Education
Employment
Financial Services
Legal Services and Information
MC Public Libraries
MC Public Schools
Montgomery College
Tax Assistance Info
Exit Area—Drive Drop Off

Gym 2 | Quad 4

Personal Care | Giveaways
Personal Care Services
Haircuts
Manicures
Chair Massages
First Aide Kits
Healthy Snacks
Hygiene Kits
Winter Accessories
Winter Coats

Gym 1 | Quad 2

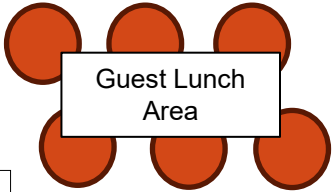
**Income Assistance | Photo IDs
Veteran Services**
Photo Identifications
Councilmembers Evan Glass and
Will Jawando Info Tables
Financial Support Services
ICH | People's Committee
Homeless Outreach Services
Housing Information
OCA-Community Action Agency
Office of Eligibility and Support Svcs.
Manna Food Center
Motor Vehicle Administration
Pepco
Social Security Administrations
Veteran Services
Youth Services

Gym 1 | Quad 1

Health Services
Behavioral | Mental Health
Dental Program
Flu Shots
Health Education
Health Insurance
Health Screenings
Medical Care—Sick Visit
Transportation Services
Senior Services

DOOR

Guest Lunch
Distribution



Guest Lunch
Area

Rest
Rooms

Water
Station

Guest
Registration

Bohrer Park Center
Reception Desk
NOT PART OF
EVENT



Information Table

DRAFT

Parking Lot

Ramp
to
Parking
Area

Outside | Work source
Montgomery Mobile
Truck (Employment)

Hallway

Transportation
Waiting Area

Conference Room B and C | Volunteer, Service
Provider Registration and Lunch Area

Conference Room A
Confidential Space
(If Need)

ENTRANCE|EXIT

EXIT

Quad 3

Exit Table Survey Drop

MC Board of Elections

Hungry 4 Change

Career Catchers

Quad 4

(E) Gaithersburg High School – Hair and Manicure Section- 5 Tables 40 Chairs

EXIT

(E) Homeless Persons Rep

(T) MC MD Bar Fndn Pro Bono

MC State's Attorney

EXIT

Financial Empowerment Center

- FEC Gaithersburg
- Renter's Alliance
- Gaithersburg Community Svcs.**
- DHHS Community Action VITA
- Catholic Charities

- MC Public Libraries
- MCPS Head Start
- (T) MC Public Schools
- MC Public Schools
- Montgomery College

- Covenant Methodist**
- Covenant Methodist**
- St Rose of Lima**
- (T) Mt. Calvary Baptist
- (T) Mt. Calvary Baptist
- (T) Nat'l Council on Negro Women

Waiting Area Personal Care 10 Chairs

(E) Hair Section 1

(E) Hair Section 2

Qiagen Germantown

Ellen Olmstead Chair Massages

Winter Accessories

Nat'l Pan Hellenic

Winter Accessories

Nat'l Pan Hellenic

DRAFT

Winter Coat Racks

Quad 2

(E) MD Motor Vehicle Admin

(E) Social Security Admin

(E) DC VA MC Veterans Admin

(T) Friendship Inc. Veterans First

Quad 1

Unassigned

Unassigned

Unassigned

EXIT

(E) Home Energy

(E) Rental Assistance

Manna Food

Waiting Area MVA, SSA, Eligibility and Application Assistance 10 Chairs

Pepco

HOC

HOC

CM Will Jawando

Peoples Cmte ICH

CM Evan Glass

(T) Housing Unlimited

Housing Initiative Program

Interfaith Works

Interfaith Works

United Healthcare

MC Dept of Transportation

Jewish Council on Aging

Jewish Council on Aging

DHHS MD Health Connection

MedStar Family Choice

WellPoint

Tree of Hope Assn.

STEER Peer Counseling

Pathways of DC

EveryMind

Center of Behavioral Health

Unassigned

Unassigned

Unassigned

Unassigned

Unassigned

Holy Cross Health

(D) DHHS Dental Program

Unassigned

Unassigned

Unassigned

Flu Shots

Mobile Med Check In

OCA-Action Agency (E, T)

O of Eligibility and Support Svcs

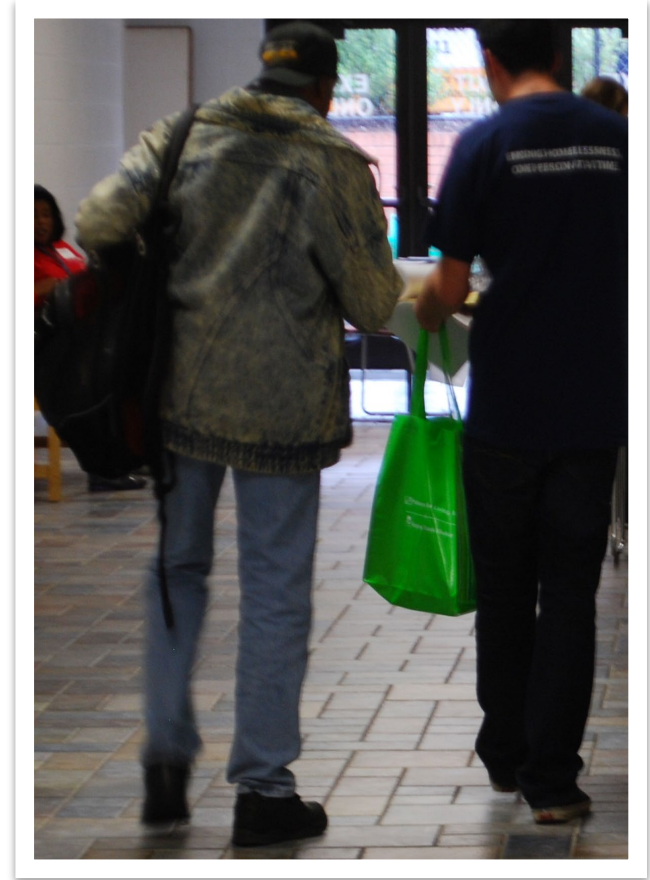
EXIT

Volunteers Roles and Responsibilities



General Information

- **Do NOT** promise any services. Eligibility determination is required for specific programs.
- Treat guests with dignity and respect their privacy.
- **Do NOT** give your cell phone number or contact information to any guest.
- **Guides: Please do not leave guest in the middle of your guiding them. Stay with guest until the Exit Table or the Guest Lunch Area**
- If you have any questions or concerns, request help from a Team Captain who will be wearing red t-shirts or a Police officer. *(Plain-clothed Police officers will be present.)*





Guides

Guides

Many volunteers at the HRD will serve as Guides. Guides assist guests navigate the provided services and resources.

If time permits, Guides will be given a tour of the facility and a Service Provider Directory that list vendors and service providers.

Tips for guides:

- Introduce yourself and welcome guests.
- Fill out **Confidential Guest Intake Form** with input from the Guest.
- Note the questions on the top of the form for data gathering and are optional. The guest does not need to answer all questions.
- Guide guest from one service to another.
- **IMPORTANT: Stay with your assigned guest until all services are received.**
- **If needed, assist Guest in completing Exit Survey.**

Confidential Guest Intake Form

- Fill out **Confidential Guest Intake Form** prior to navigating the Quads.
- The form captures the Guest needs and interests. This will save time and help to navigate the available resources and services.
- The **Intake Form** also captures important statistics, such as:
 - Number of Guests being guided
 - Number of Street Homeless
 - Number of Guests from Shelters
 - What city does/did the guests reside?
- Please help Guests to complete the form as thoroughly as possible. Top of form is optional.
- On the back of the intake form will be a list of service providers under each category.

Montgomery County | City of Gaithersburg

Homeless Resource Day 2015 Confidential Guest Intake Form

See Directory for Complete List and Description of Service Providers

The information on this form will remain confidential and will not be disclosed to any source outside of program participants. Any use will be for treatment purposes or to provide requested service.

Name (optional) _____

Where did you sleep last night?
 Shelter Outdoors Indoors (home/apt)
 Other _____

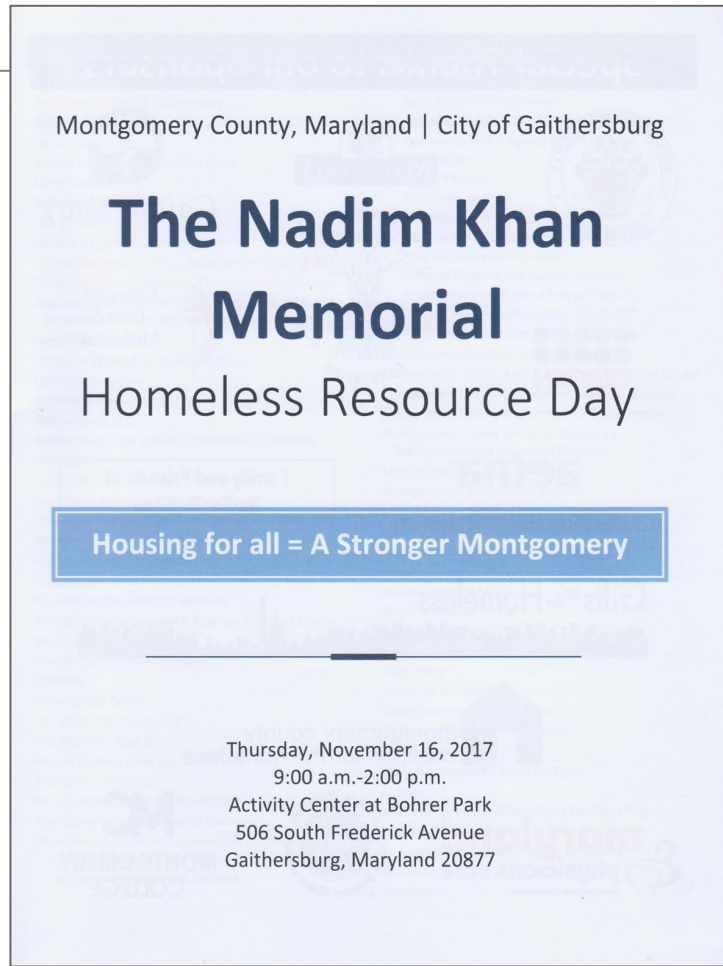
What city do you live or last resided? _____

Which Shelter? _____

How many are with you today? _____

<input type="checkbox"/> Flu Shots Quad 1	<input type="checkbox"/> Education Information Quad 3
<input type="checkbox"/> Health Services Quad 1	Literacy Council Montgomery College Montgomery County Public Schools
Medical Care (Sick Visit) Addiction Assistance Behavioral Health Services Prescription Assistance	<input type="checkbox"/> Employment Services Quad 3
<input type="checkbox"/> Health Insurance Quad 1	Division of Rehabilitation Services Vocational Services
<input type="checkbox"/> Vision Services Outside Room A	<input type="checkbox"/> Financial Services Quad 3
Columbia Lighthouse for the Blind-Outside Rockville Lions Club-Room A	Credit Counseling Tax Assistance
<input type="checkbox"/> Housing Assistance Quad 2	<input type="checkbox"/> Personal Care Quad 3
Housing Stabilization Program Rental Assistance Program Home Energy Assistance	Haircuts Manicures Therapeutic Chair Massages
<input type="checkbox"/> Income Support Services Quad 2	<input type="checkbox"/> Photo ID Quad 3
Monthly Cash Assistance Medical Assistance	Motor Vehicle Administration
<input type="checkbox"/> Legal Services Quad 2	<input type="checkbox"/> Giveaway Area Quad 4
Legal Aid and Pro Bono Services Child Support Enforcement	Winter Coats and Winter Accessories Various other items
<input type="checkbox"/> Veteran Services Quad 2	<input type="checkbox"/> Food-Variou Locations
	Subway's Box Lunches – Quad 4 Manna Food – Quad 4 Starbucks Coffee – Hallway Bruster's Ice Cream – Foyer

HRD Directory



- The HRD Directory lists service providers, exhibitors and donors.
- The Directory will assist Guides and Guests determine:
 - What agencies are present
 - What services and resources are being provided
 - Where are the services (Quad and Tables)

Guest Exit Survey

Montgomery County, Maryland | City of Gaithersburg
Homeless Resource Day

GUEST EXIT SURVEY
PLEASE TURN IN AT EXIT

1. Did you receive the services and resources that you wanted? Yes No

2. What did you like best about the day?
 Services Food People/Volunteers
 Information Giveaway Items Transportation
 Other _____

3. What did you like least?
 Services Food People/Volunteers
 Information Giveaway Items Transportation
 Other _____

4. How useful was the information provided?
 Extremely useful Very useful Moderately useful Not at all useful

5. What other services would you like to receive?

6. If you could change something about today, what would it be?

7. Comments:

8. Please check the box that describes the type of follow up appointment you have.
 Housing Medical Benefit (Food stamps, Cash assistance, Insurance)
 Employment Vision Other _____
 Podiatry Legal _____

9. How did you get here?
 Special Event RideOn Bus *Public Transportation *MetroAccess
 Shelter Van Drop Off *Dropped off by friend
 Drove self *Walked

10. Other information:
 Veteran Male Female Age: _____ Race: _____

- The **Guest Exit Survey** is another statistic-gathering tool and helps us learn what were our Guests' impressions of the day
- The form is filled out by the Guests at the end of their visit with the help of their Guide
- **Both the Confidential Guest Intake Form and the Guest Exit Survey** are collected at the **Exit Table located in Quad 4**

Registration Tables



Registration Tables

Information Desk

Guests

- Greet Guests
- Match Guests and Guides
- Provide Intake Form, Lunch tickets and Guest Survey

Volunteers

- Sign in Volunteers, provide T-Shirts, and Name tags
- Inform Volunteers of assignments
- Tour Volunteers to orient them to the Facility

Service Providers | Vendor

- Sign in Service Provider
- Assist providers with their materials
- **Direct providers to their assigned Quads and Tables**

Exit

- Assists with Exit Survey
- Collect Confidential Intake Forms
- Provide follow up information and materials



Greeters | Runners | Quad Assistants

Greeters

Greeters will be stationed at various locations around the building, especially at key entry points.

What is the role of a greeter?

- Assigned to help Service Providers unload materials
- Assigned to assist guests connect with transportation
- Other duties as needed

Quad Assistants, Meal Monitors, and Runners

Quad Assistants will help with line control for hair cuts and screening areas.

Meal Monitors will help with breakfast and lunch distributors.

Some volunteers may be assigned to be **runners** to help retrieve information, lunches for service providers and other duties.





Captains

Captains

Who are they?

- Members of the DHHS Staff
- Members of the Planning Committee
- Homeless Provider Staff
- Those who have volunteered in the past and have HRD experience

What is their role?

- Answer questions
- Organize the Quad or Section
- Lead the volunteers in the Quad or Section
- To help and provide guidance
- If you see or experience a safety issue, contact a Captain wearing a **Red T-Shirt**

NOTE: Plain-clothed Police Officers will be on site at all times.





Service Providers



Service Providers, Exhibitors or Vendors

- Staff exhibits and tables
- Provide services, resources and information



Safety Tips

What is a successful HRD?

- A successful HRD is when everyone; volunteers, staff and guests feel welcome, secure and comfortable in the HRD/Bohrer Park environment.
- How do we achieve that goal?
 - When all volunteers maintain
 - positive attitudes, and
 - smart decision-making.
- Remember:
 - Listening is just as important as talking.
 - Our guests are just people—worthy of interactions




Safety and Security dos and don'ts

Dos	Don'ts
<ul style="list-style-type: none">● Accept guests and other volunteers “as they are”● Keep plenty of “personal space” between you and others● Be aware of body language – yours and others.● Ask for help if you need it! Who is available to help?<ul style="list-style-type: none">● The Captains (red t-shirts)● Police Officers (<i>Plain-clothed Police officers will be present.</i>)	<ul style="list-style-type: none">● Promise any services. Remember-eligibility requirements for services must be met● Give your cell phone number or contact information to any guest● Agree to assist anyone after the event

Where to direct guests for future services and assistance? – Resource Guides, MC311, Website

Supply of the Homeless Services Guide and Homeless Information Line Flyers will be at the Information and Exit Tables.



Interagency
Commission
on Homelessness

Homeless Services Guide

Information regarding
Montgomery County's
homeless system can be obtained
24 Hours | 7 days a week at the
Homeless Resource Line
240-907-2688

This guide contains specific program
information that will be helpful to
residents and service providers.

Montgomery County Government
Interagency Commission on Homelessness
401 Hungerford Drive, Rockville, Maryland 20850
240-777-4595 (Office) 240-777-1494 (Fax)
TTY Users call Maryland Relay 711
www.montgomerycountymd.gov/Homelessness
HousingForAll@montgomerycountymd.gov
Outreach@montgomerycountymd.gov

**Where can a resident call to get
information about County Services?**

Call MC311 at 311 or 240-777-0311

Email:

Outreach@montgomerycountymd.gov

**Call the 24/7-hour Homeless Information
Line 240-907-2688**

**Also, residents can go to the Department of
Health and Human Services website to learn
about services at:**

www.montgomerycountymd.gov/HHS



HOUSING FOR ALL = A STRONGER MONTGOMERY

Homeless Information Line
240.907.2688

Trained specialists available 24/7 to:

- Provide information on County homeless services and shelter resources.
- Receive reports regarding the location of individuals experiencing homelessness. Information will be forwarded to outreach partners who will attempt to locate the individual to offer support and resources.

This is not an emergency response line.
Emergencies should be reported directly to 911.

Department of Health and Human Services



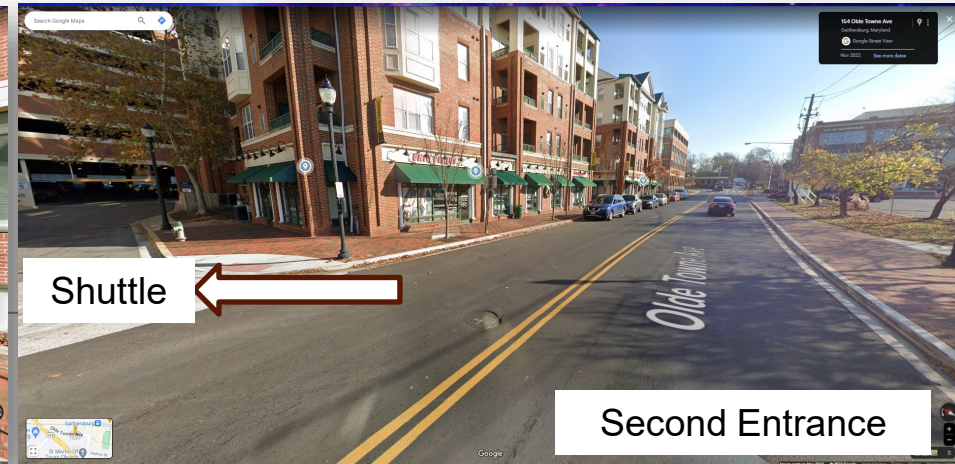
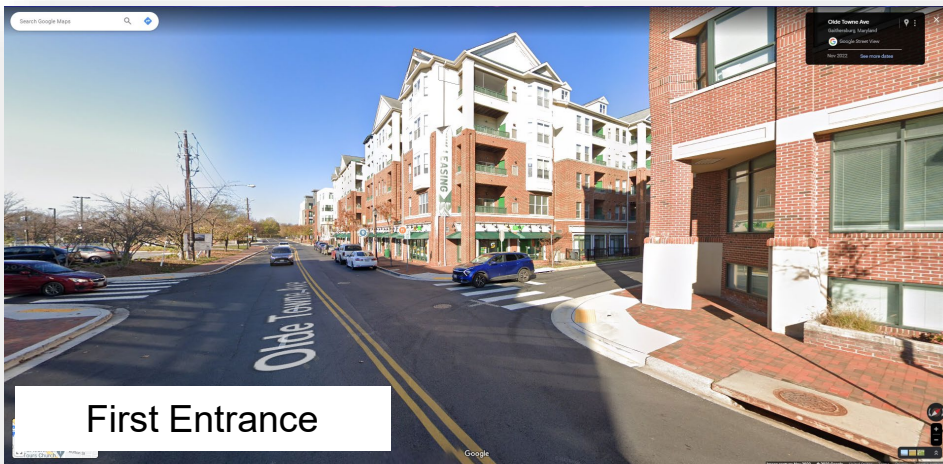
**Note: Do not share your personal contact information.
This information above will be provided on October 19.**



Wear comfortable clothing and comfortable shoes.



- **Arrange for placement of all valuables including purses, totes, backpacks off site.**
- **We do not have a secure place to keep valuables.**
- **We encourage you to use fanny or waist bags to carry essential items.**



PARKING INSTRUCTIONS

Park at the Gaithersburg Parking Garage at
112 Old Towne Avenue, Gaithersburg MD 20877

- Shuttle vans will be provided (beginning at 7:15a) to transport you to the Activity Center at Bohrer Park at 506 South Frederick Avenue, Gaithersburg.
- One of the shuttle van drivers is Eric Rickford. If your wait seems too long, please contact Eric at 240-286-2529 for assistance.
- Shuttle will run on average every 30 minutes to return you to the parking garage at the end of your shift.



Breakfast and Lunch will be provided:

- Corner Bakery and Safeway will provide breakfast.
- Subway will provide bag lunches.
 - Veggie Delight is the vegetarian option for lunch



Additional Training Opportunities

- Two Virtual Trainings (via Zoom) are scheduled **Wednesday, October 4 and October 11** 6:30-7:30p.

Zoom Meeting ID: 861 3659 1392

Passcode: 105146

This will be an opportunity

- to ask questions and
 - to talk to Volunteer Leaders (Captains) that are available to assist you.
- On Thursday, October 19, Volunteers will receive a tour of the facility prior to starting their assignments.
 - Captains in **Red T-Shirts** are available to assist.



The week of October 16 you will receive an email with the following information:

- Your volunteer assignment and report time
- Final updates and information.

THANK YOU SPONSORS!



Learn more about homelessness and other volunteer opportunities

This HRD Training PowerPoint includes very basic information regarding homelessness and services provided in Montgomery County. To learn more about the issue of homelessness, we recommend the following websites:

National Alliance to End Homelessness

<http://www.naeh.org>

National Coalition for the Homeless

<http://www.nationalhomeless.org/>

Other volunteer opportunities

<http://www.montgomerycountymd.gov/volunteercenter/>

Take a short survey – Verify your training

- The survey takes 5 minutes.
- If you have not done so, please submit your completed **Volunteer Liability-Confidentiality Form**. The form is required to volunteer.

Click [here](#) or scan the QR code to be directed to the survey.

