

PREVENTION (more routine)

Very broadly...Every day we:

Say hello, greet and welcome people, let know that they can be here
Wander around, are present (everyone's job is engagement)*
Direct people
Use signage (passive)
Offer shaded space
Create pleasant space
Wear badges
Generate ownership of space*

Resource, Resource Center + 8,600 ft sq, populated with community partners

Contracted high quality security company, due diligence

Proactive engagement...More actively and assertively we:

Provide trauma-informed care and Mental Health First Aid training to all employees
Implement a problem-solving approach/calming engagement

Hand-off warmly

Provide services outside of building

Converse

Extend waiting areas to courtyard

Create cooling off space/pause place

Offer meeting space, relational space

Accept that homelessness generates transactional space

Have stated/reviewed Client Rights and Responsibilities and formal grievance policy

Neighborhood outreach

Work with APD Valley Area Command in its community policing and problem-solving capacity

Active Engagement on campus, Engagement Specialist role

Monitor all incidents, trending and management response

Beginning intervention...To address potential escalation and/or emerging crises, we:

1st Responders (internal, trained team)

Write down license plate #s

Nose around, confront/ask questions

Request different behaviors (*Q: Do we establish expectations for behavioral norms?*)*

Provide de-escalation training to all employees

Intentional continuity in physical presence of staff

Contract security, presence

Ask people to leave for the day

Assign therapist-of-the-day

COEs

Code Blue

Crisis intervention...To handle actual crises, when all else fails, we:

Call CIT, or 911, or 242-cops non-emergency line

Implement separation

Obtain restraining orders (legal) and criminal trespass orders

Evacuate or lockdown

Security intervention

INTERVENTION (less frequent)