

Project Homeless Connect Services and Give-Aways

Services

Massage Therapy
Entertainment
Pet Therapy
Manicures/Pedicures
Hair Cuts
Employment Applications/Job Fairs
Shelter for the night
Child Care during event
Child Care Subsidy applications
Education & Training Courses
Access to computers & internet
Free phone numbers & voicemail
Free prepaid cell phones
State and County IDs
Assistance with obtaining birth certificates
Family reunification
Applications for permanent housing
Applications for benefits
Medical screenings

Dental screenings/follow up appointments
Homeless Court (for misdemeanor offenses)
Needle Exchange
Showers
Social Security Administration
Veterans Administration
Utility and rental assistance applications
Bus cards
Legal Services
Immigration Services
Mental Health services
Drug and Alcohol addiction services
Food Services (at event & to go)
Directory of Services
Gift Cards
Laundry Services (or tokens to Laundromat)
Bike Repair

Give-Aways

Gift Cards
Dental Hygiene products
Wash cloths
Durable Bags
Bus Tickets
Food
Blankets
Coats
Shoes
Socks
Underwear
Hats
Gloves
Scarves
Deodorant
Lotion

Soap
Feminine Hygiene products
Chapstick
Business Clothes
Sweatpants/shirts
Books
Backpacks
Baby toys
Baby Clothes
Laundry detergent
Combs/Brushes
Razors/Shaving Cream
Bikes
Helmets
Flashlights

Methods for Crowd Control

As Project Homeless Connect Events become more popular, many sites will experience a significant increase in attendance and will need to put more effort into ensuring the event is a pleasant, rewarding experience for all involved. Here are a few tips to help control the crowds and ensure give-aways and services are accessible to all attendees.

1. Hold PHC events in large spaces – as PHC events grow, communities may want to increase the services available as well as the number of attendees coming through the door. The first step to ensuring a safe successful event is to identify PHC locations that will provide adequate space for both service providers, activities of the day and a large number of people to mill around. The right locations can mean the difference between chaos and a stress-free event.
2. Determine flow of the room ahead of time and stick to it – at PHC events where large numbers of people are expected, it can become difficult to identify who has received services and give-aways, or completed surveys without a set structure to the room. PHC event planners should map out the layout of the room and identify a flow that will work for the location. In many instances registration and survey stations are the first stop once individuals enter the PHC site with services and give-aways following after. If your site is providing meals you may wish to place the meal closer to the beginning of the event. In many cases it is beneficial to place the give-aways at the exit of the event to avoid individuals receiving multiple goodie bags when resources are scarce and attendance is high.
3. Maintain track of the number of people entering – keeping track of attendance will help not only in reporting, but will also provide an indication of whether current supplies are adequate. Many PHC sites have a volunteer at the entrance counting individuals as they enter and providing tickets before they begin through the maze of services and give-aways. Some sites provide attendees with short checklists to be marked off by service providers visited and redeemed for goods upon exiting the event. Some events opt for hand stamps upon receiving give-aways. Others require submission of exit surveys before give-away items are provided. Whatever method used, keeping track of items and attendees when resources are limited or crowds are larger than expected can be an invaluable tool.
4. Enlist an adequate amount of volunteers – Oftentimes, PHC event coordinators do not anticipate the tremendous need for volunteers above and beyond the service providers that have agreed to attend. Depending on the number of people attending your event and the activities scheduled for the day, you may need volunteers in the following areas: greeters, surveyors, bilingual volunteers at survey tables as well as service provider tables, food prep and distribution, give away distribution tables, entering surveys into on-line system, Location set-up and clean up, sorting and packaging of give-away items, volunteers to help

control flow of crowd and direct people where to go, Site Coordinators, Event Photographers, volunteers to transport goods (if items not delivered directly to the site)

5. Provide clear signs of locations throughout event site and where to go – Entering a project homeless connect site can be intimidating and overwhelming for both volunteers and attendees. It is important to clearly mark stations with visible/bold sign and/or have volunteers available to inform people of where to go and what is provided in different areas. A separate volunteer sign-in station, and possibly a separate entrance, will decrease anxiety (especially for first time volunteers) and help them quickly get to their posts and provide the necessary help. In the same way, clear signs, with volunteers directing traffic, can help attendees decipher what is being offered in each section of the Project Homeless Connect Site
6. Provide for extra surveyor to be onsite – at many project homeless connect events, it is quite simple for lines to form forcing those who are looking for help to wait an excessive amount of time. Many times, this back-log is related to the amount of time it takes to complete surveys with individuals. Whether you choose to place the surveys at the entrance or exit of your event, be sure to provide adequate numbers of surveyors to accommodate the relatively lengthy survey. The survey should typically take 15 – 20 minutes to complete when gone through comprehensively. This should be taken into account when identifying volunteer needs and mapping the traffic of the event.