

City Serve: Homelessness



Client Services: Intervention Model



Level	Pass Through	Mid-Range Intervention	Long-Range Intervention
Characteristics	Reactive Call Center	Proactive Client Service Plan	Milestone Life Changes
	Screen for Mid/Long Range (1 day - 2 weeks)	Low risk commitment (2 weeks - 3 months)	Longer term commitment (3 months - 1 year)
	Direct Referrals	Introduce Stabilization Services	Introduce Stabilization Services/Addressing Higher levels of intervention over time.
	Warm Handoff	Coach Mid-term Solutions	Coach Long-term Solutions

How to Progress: <ul style="list-style-type: none"> • <i>Listen to clients</i> • <i>Identify existing resources and processes</i> • <i>Learn and Model Evidence-Based Practices</i> 	Establish Volunteer Call Center Team	Hire, train, and equip staff	Hire, train, and equip staff
	Train and equip Volunteer Community Care Advocates	Train and equip Volunteer Community Care Advocates with higher levels of skill/experience	Establish Measurable Success Factors