

Want to Make an Outreach Request?



The request process is available to assist people experiencing homelessness in Salem with outreach services and supports. We'll use this information to dispatch a homeless services outreach team to the area.

When Should I Make an Outreach Request?

- Did you see someone experiencing homelessness who needs help?
- Notice a homeless neighbor who seems to be struggling with their physical and/or mental health?

Then you can help them by making an outreach request and alerting us as to any specific concerns you may have regarding the person's well-being.

Requests can be processed by filling out an online request form at www.midvalleyresources.org or by calling the [NWHS Crisis and Information Hotline at 503-581-5535](tel:503-581-5535). The Hotline option is available for pressing concerns which may require more immediate intervention. As outreach capacity is limited, requests for those with more serious medical and/or mental health needs may be prioritized.

How Soon Will the Outreach Team Respond?

Due to high demand and limited hours, it may take anywhere from a few hours to a few days for an outreach team to be deployed, and we may need to prioritize those individuals who are most vulnerable. With over 1,500 people living on the streets of Salem, the need for outreach services is great.

When Should I **NOT** Make an Outreach Request?

- If you come across a family with minor children experiencing homelessness, have them call the NWHS Crisis & Info Hotline and ask to be connected to family shelters and resources.
- For medical or mental health emergencies, please call 911.
- For crime or illegal activity, please contact law enforcement.
- For services like bulky item pickup, illegal dumping or graffiti removal, please contact the City of Salem Graffiti Abatement Team or the City of Salem Code Compliance Team.
- Outreach requests do not replace homeless encampment reporting protocols. Please contact the City of Salem Code Compliance Team.

Key Contacts

NWHS Crisis & Info Hotline: [503-581-5535](tel:503-581-5535)

Online Outreach Requests:
www.midvalleyresources.org

City of Salem Graffiti Abatement Team:
503-371-4264

City of Salem Code Compliance Team:
503-588-6421

City of Salem Non-Emergency Police Line:
503-588-6123



Frequently Asked Questions

WHAT DO OUTREACH WORKERS DO?

Outreach workers have many different skills including homeless services navigation, mental health first aid, motivational interviewing, and trauma informed care, among others. Some teams even have physical health, mental health and substance use professionals on staff or at their disposal. Outreach teams start by building a trusting relationship with and determining the needs of people living on the streets. Their efforts can be as simple as helping someone experiencing homelessness get an ID card or as complex as helping to meet medical and mental health needs. But the **ultimate goal of outreach services? To help people who are homeless move from the streets into a permanent home.**

WHEN DO OUTREACH WORKERS WORK?

They usually work during daylight hours due to safety and because this allows outreach workers to connect individuals that are homeless to resources and other critical services like day centers, health and mental health services, job training programs, and those offered by County and State Programs.

HOW LONG DOES IT TAKE TO HELP SOMEONE?

Some people may require significant time to build trust. Others may be more readily open to help. Regardless, everything we do is in partnership with those we serve, and is done in a way that fosters dignity and self-determination. Until there's more shelter and affordable permanent housing, the process to get people indoors is slower than we would like. The commitment of our outreach teams, combined with community partnerships and expanded housing opportunities, will make a huge difference.

WHAT DO YOU MEAN BY "HOMELESS"?

While there are different types of homelessness, street-based outreach teams serve those who the U.S. Department of Housing and Urban Development considers "literally homeless." This is defined as, "an individual that has a primary nighttime residence that is a public or private place not meant for human habitation."

Unfortunately, outreach teams are not able to serve individuals who are couch surfing, temporarily living with friends or family, at risk of homelessness, or already staying in a homeless shelter. As outreach teams focus on street-based services, they cannot perform in-reach to facilities.

CAN I GET AN UPDATE ON WHAT HAPPENED?

If you provide your email address, we will let you know we received your request and when it was fulfilled. We are required by law to protect the privacy of those we serve, therefore we are unable to share updates (unless the client allows us to). However, if you agree to be contacted, we may reach out to you to ask additional questions that will help us locate and connect with the person referred.

HOW ELSE CAN I HELP MY HOMELESS NEIGHBORS?

Volunteering and donating to organizations serving people experiencing homelessness is a great way to help the cause. Please go to www.midvalleyresources.org or contact a local homeless organization for further information on volunteering and/or donating towards ending homelessness.

