



INTERCEPT 0 TOOLKIT

Rimrock Foundation



HOMELESS OUTREACH TEAM (HOT) TIPS AND TOOLS

Rimrock Foundation (Rimrock) is a Commission on Accreditation of Rehabilitation Facilities (CARF)-accredited rehabilitation treatment center for adults with substance use and co-occurring disorders. It has developed one of the only state-approved peer support specialist training programs in Montana and has been providing peer recovery support services since 2017. Rimrock’s Homeless Outreach Team (HOT) is supported by a grant from the Bureau of Justice Assistance’s (BJA) Comprehensive Opioid, Stimulant, and Substance Abuse Program (COSSAP).

Rimrock Foundation
Contact Information:

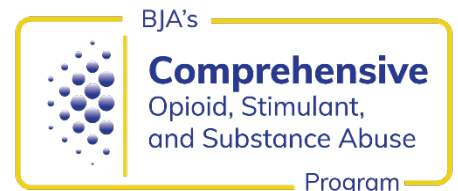
<https://www.rimrock.org/>

Annette Redding
*Director of Peer Support and
Crisis Response Services*
ARedding@rimrock.org

Coralee Schmitz
Chief Operations Officer
CSchmitz@rimrock.org



Bureau of Justice Assistance (BJA)
Comprehensive Opioid, Stimulant, and Substance Abuse Program (COSSAP)



WHO ARE WE?	HOT consists of three peer support specialists and one care coordinator who work closely with our local police department.
WHAT DO WE DO?	HOT works to identify and proactively outreach areas occupied by people experiencing homelessness. We work with the unsheltered community members to decrease and eliminate any barriers that may interfere with housing stability.
WHERE ARE WE LOCATED?	To start our program, we selected a small area (downtown Billings, Montana) and are expanding to include all areas as our police department becomes more comfortable with our role.
WHEN ARE WE AVAILABLE?	We currently provide services 8:00 a.m. – 5:00 p.m., Monday through Friday; however, we will expand as staffing allows.
WHY ARE WE VITAL TO THE COMMUNITY?	Unhoused individuals frequently need assistance finding resources and do not need officer involvement. HOT has allowed officers to be free to respond to emergent cases while leaving peer support and case management to support nonviolent homeless individuals.

Rimrock's HOT Practical Tips for Success

- Be prepared to be out—rain, sunshine, or snow!
- Identify needs and provide resources for medical, mental health, and substance recovery services; educational programs; and financial and housing assistance.
- Develop good working relationships with government and community resources, such as business owners, treatment providers, emergency room/hospital case managers, crisis centers, and shelters.
- Maintain client-related data tracking systems, including case notes and Homeless Management Information Systems.
- Attend collaborative meetings, such as staff trainings and weekly case conferences.
- Transport clients to appropriate services, as needed.
- Engage in street outreach.
- Stay relationship-focused. Oftentimes, our homeless population feels invisible to the rest of society. Be the person who sees their potential and reminds them of their value.
- Be prepared to spend as much time as needed with any individual. This will help you build relationships with the population you are serving.
- Never give up on any individual; offer help every time you see them. You never know what day will be the day they decide they are ready.
- Keep a small budget for things like coffee and food. Most people are motivated by small acts of kindness.
- Crisis Intervention Team programs are helpful in keeping yourself safe while working on the streets.
- Safety is number one! Do not go it alone. When visiting encampments or providing street outreach, go in pairs or with law enforcement officers.
- When providing outreach, come prepared with clean socks, coats, blankets, water, and first aid kits.
- When a person is ready to get off the streets, be prepared to act in the moment. Recovery happens today because tomorrow is never promised.

*Rimrock's
Homeless
Outreach Team
(HOT) SAVED
local emergency
services and
hospitals
~\$2.7 million
by caring for 25
chronic homeless
individuals.*