



The bridge to possible



Homelessness Services Delivered Remotely

City of El Paso, TX Case Study

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CSSCOL-1162

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Cisco Webex App

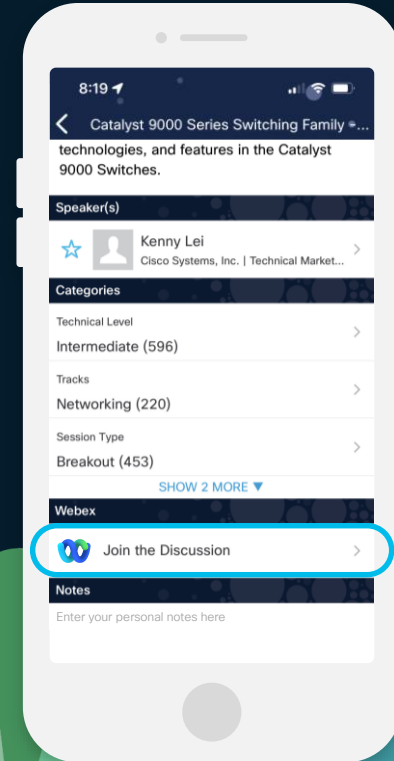
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Webex spaces will be moderated by the speaker until June 7, 2024.





Agenda

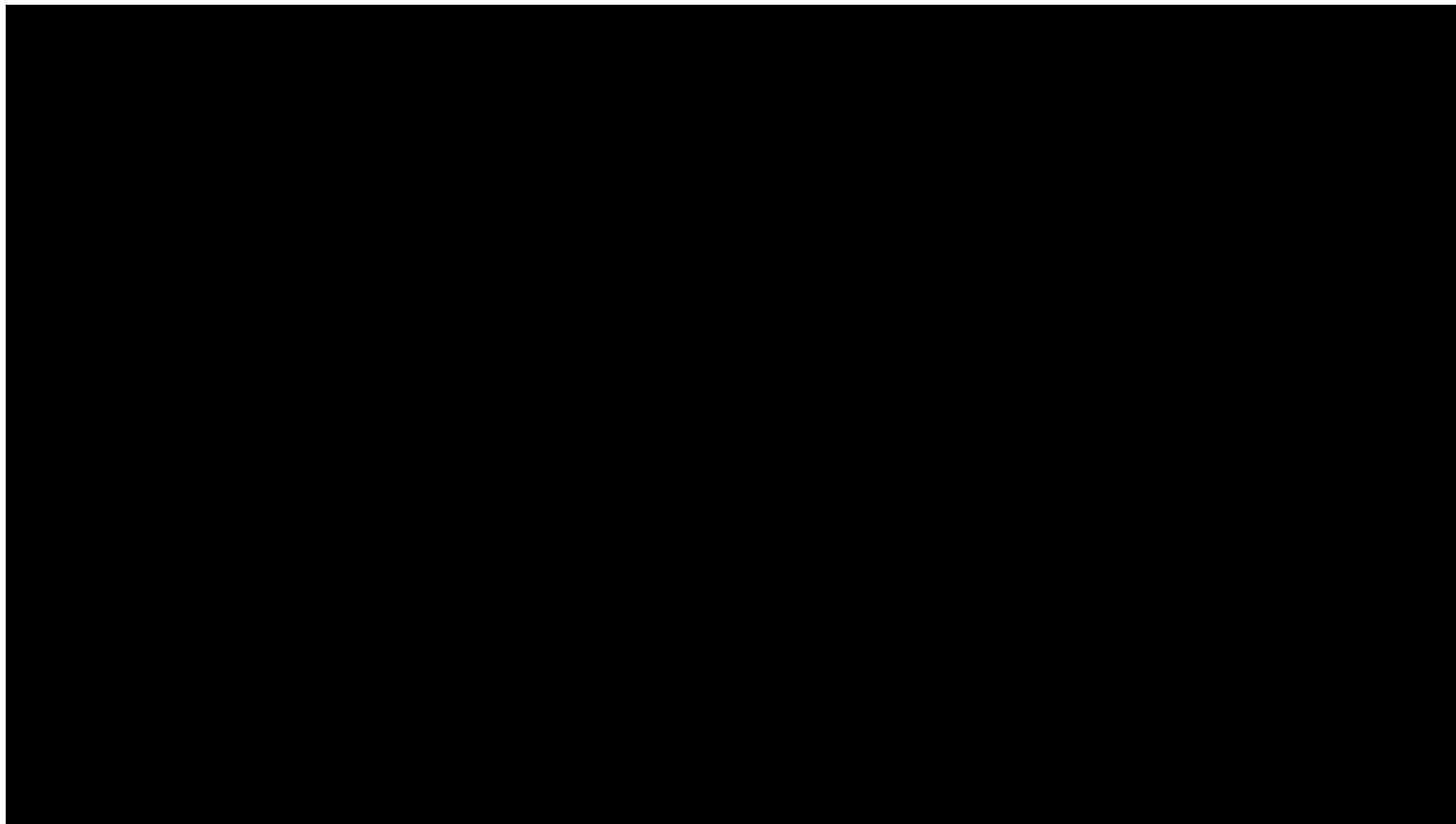
- Introductions
- Operation Safe Harbor
- In retrospect?
- Supporting El Pasoans in crisis
- A collaborative approach
- El Paso Helps is launched

C I T Y O F E L P A S O

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Operation Safe Harbor



In Retrospect

The Road we have traveled together



Supporting El Pasoans in Crisis



resilience
navigators

- Resource navigation to community resources
- Case management
- Basic needs assistance
- Housing stabilization services



street
outreach

- 24/7 availability of social workers
- Focus on reducing response times
- Increase the number of individuals with access to services



welcome
center

- provides initial stabilization point to support, triage & referral to an appropriate community provider
- Access to necessities including short term shelter, meals, showers & laundry



rapid
rehousing

- Permanent Housing options for persons experiencing homelessness.
- Covers rent up to 12 months
- Includes intensive case management

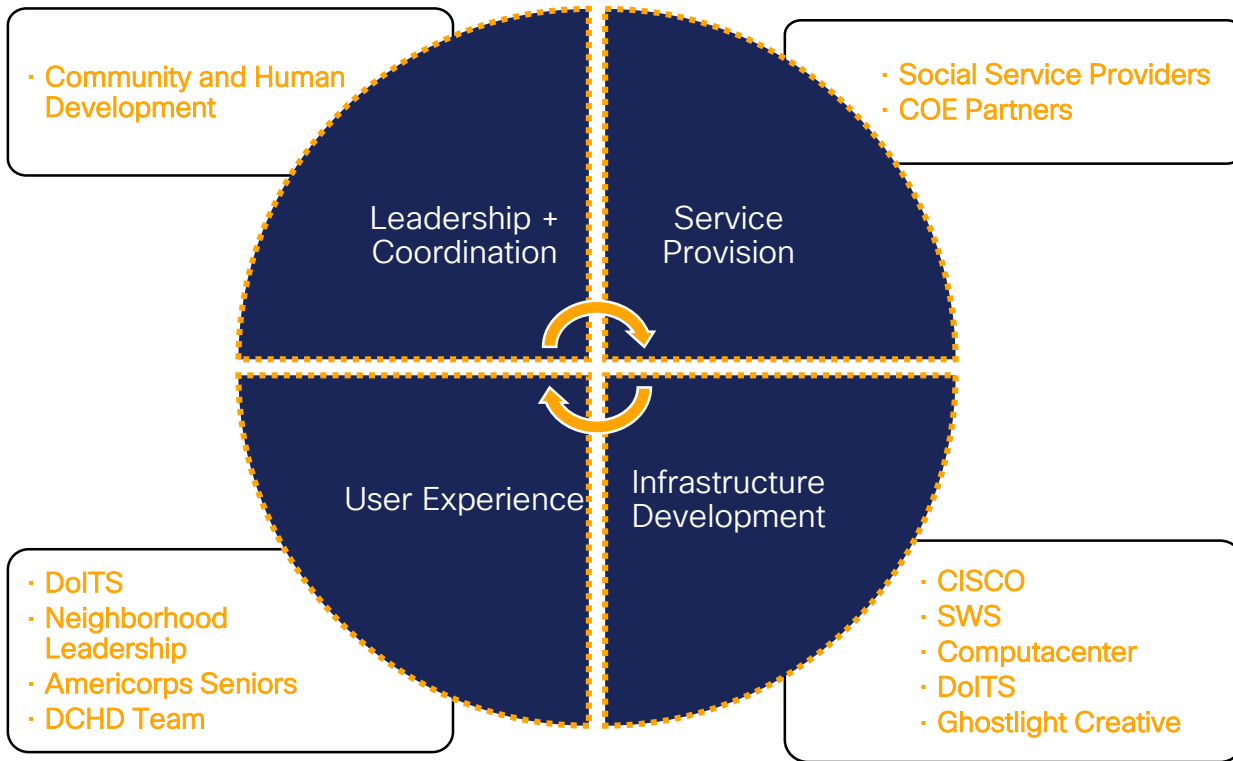


mental health

- Information on behavioral health outpatient clinical programs
- Assisting clients in scheduling appointments

El Paso Helps seeks to provide access to basic human services for the most vulnerable population in El Paso through an easy to use of [live help portal](#).

Powered by the [Communities of Excellence](#), El Paso Helps is being made possible by leveraging the power of a public, private, nonprofit partnerships and the secure network infrastructure of the City of El Paso.



With support from a **collaborative of government, community, private sector business and non profit leaders**, we are ensuring that families and individuals experiencing homelessness are **connected to services immediately**.

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Community Partners



Corporate Partners





El Paso Helps

El Paso Helps serves as a collaboration of organizations providing support to families in crisis.
If you are in need of assistance please see the categories below for help.

Emergency? Call 911.

24-hr Suicide & Crisis Lifeline – Call 988

See a homeless person in need? Call in 915-298-1115

[About](#)

[Provider Directory](#)

[I Want to Help](#)

[En Español](#)



Get Live Help Now For...



Street Outreach

I'm on the street and need help.



Shelter

I'm homeless or need shelter.



Food

I'm hungry and need food.



Safe Place

I need a safe place.



Addiction

I need addiction help.



Mental Health

I need mental help.



Covid-19

I need Covid-19 assistance.



Counseling

I need counseling.



Housing

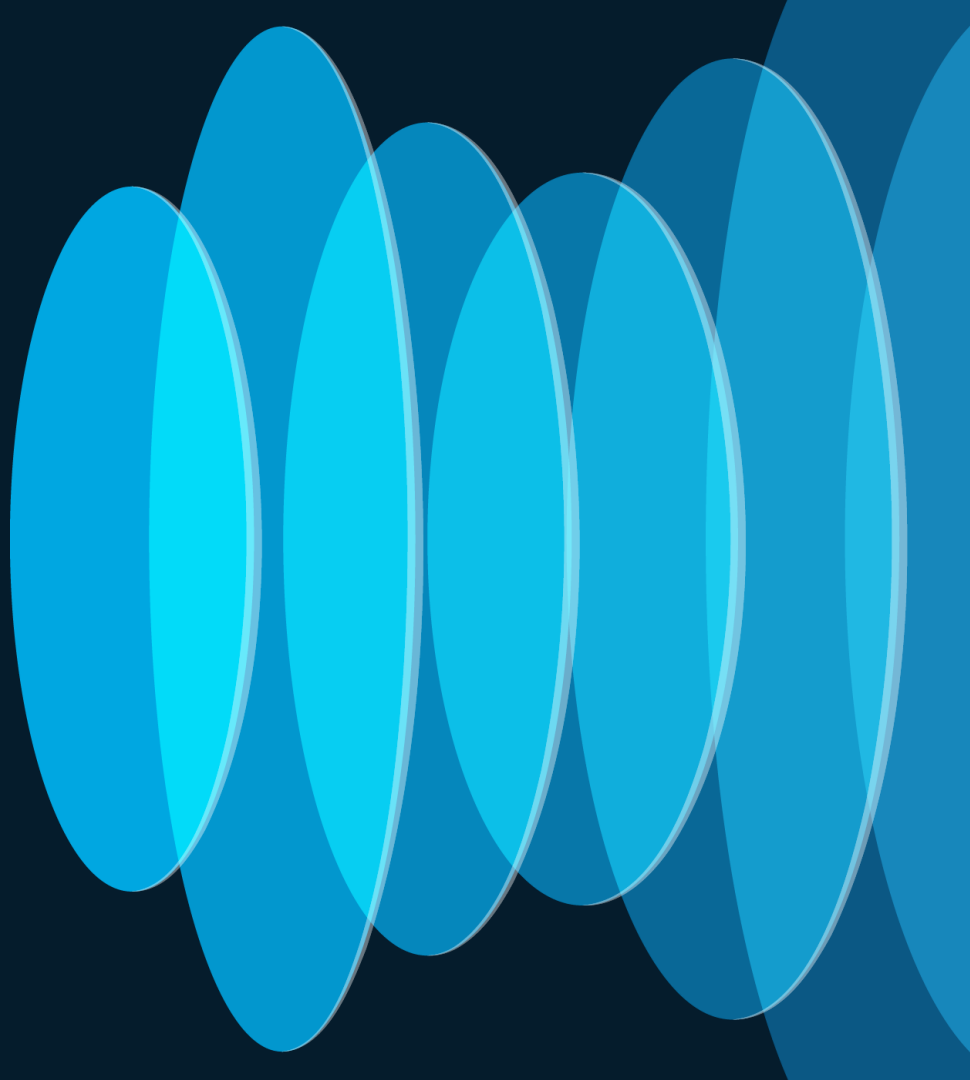
I need housing assistance.



Veterans

I'm a veteran needing assistance.

Technology View





Web Experience

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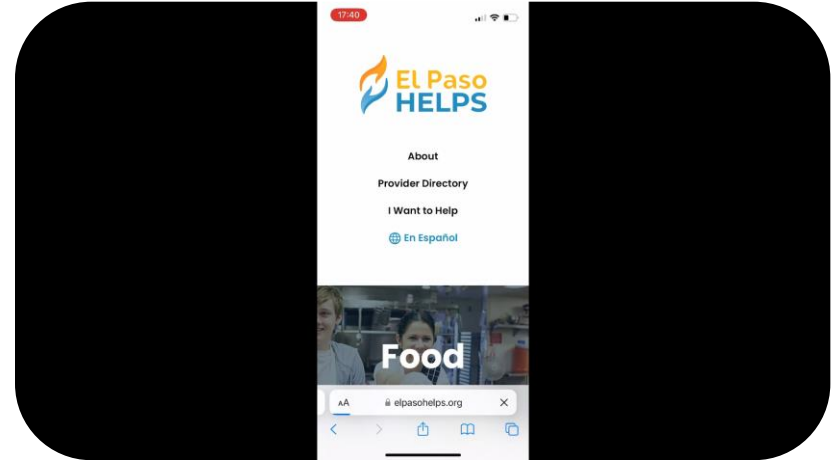
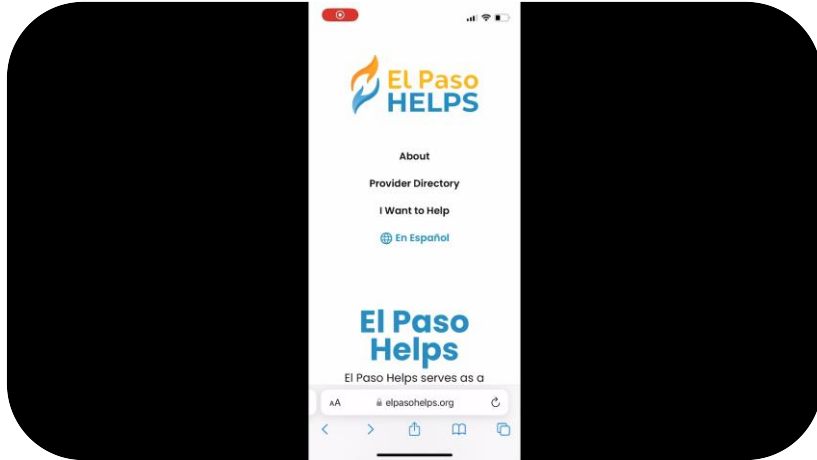


Veterans

I'm a veteran needing assistance.

Mobile Experience

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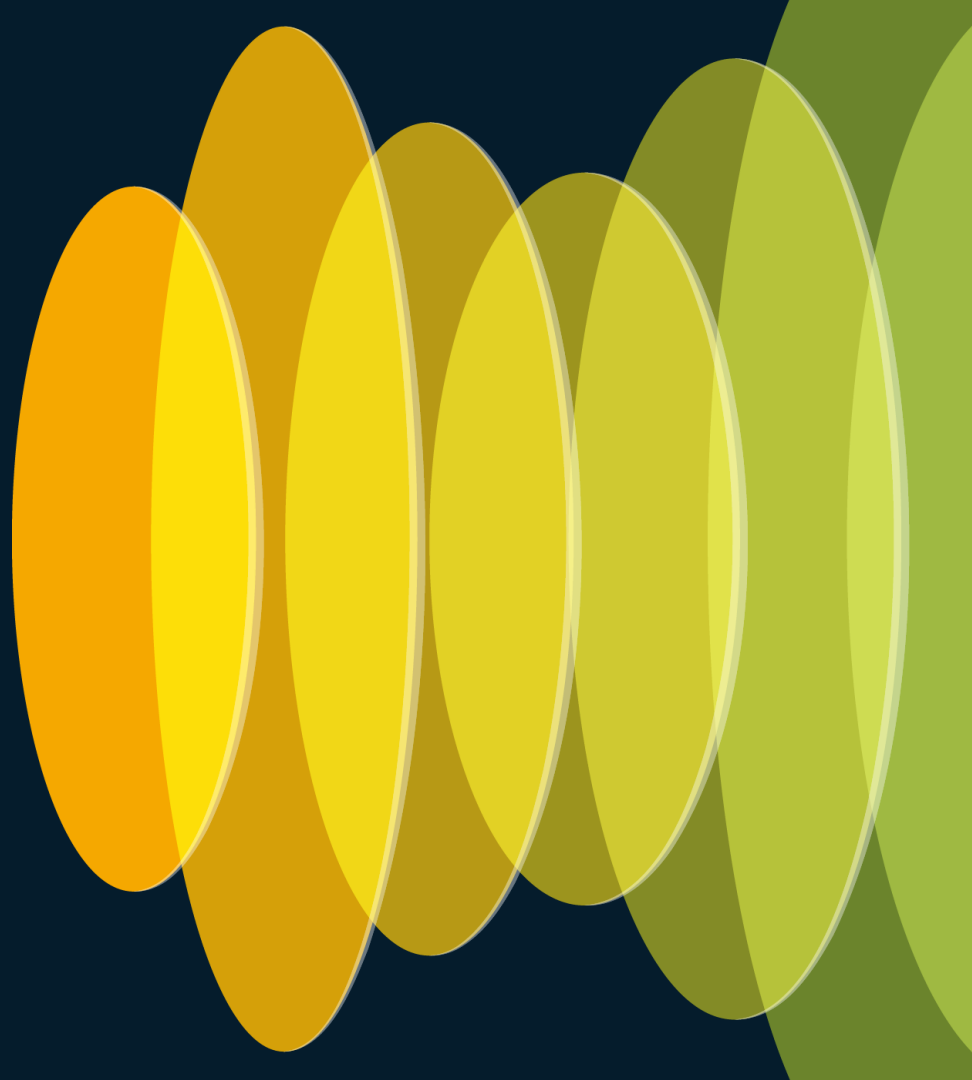
Kiosk Experience

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Live Demo

[El Paso Helps](#)





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Thank you

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