

Street Outreach Information & Services

People experiencing homelessness are often, literally, overlooked. Whenever someone solicits you for money, the best response is to make eye contact, and say hello. Experiencing homelessness can be isolating, so treating people with kindness and dignity can go a long way. While you may not have cash on hand, you can:

- Offer to buy a meal or gift card from a restaurant you are walking into.
- Ask how their day is going.
- Call one of the numbers below to connect people with resources.

Things to Remember:

- Compassion, eye contact, and a smile can make a difference.
- Not everyone who is panhandling or showing signs of mental illness is without a home or services. Check in with people to ask what they need before making assumptions.
- Respect boundaries. People experiencing homelessness do not have much privacy.
- **Do not call the police on people who are not threats to themselves or others.** Unnecessary police contact can prolong a person's homelessness and/or cause trauma.

**Source: Georgetown Ministry Center*

Emergencies

Metropolitan Police Department \ 911*

When to call? In life-threatening emergencies, suspected drug overdose, or immediate harmful activity.

Georgetown Point of Contact: Lieutenant John Merzig | Office: 202-715-7679 | Cell: 202-805-4294

Hotlines

DC Department of Human Services \ 202-399-7093 or 311

When to call? For individuals seeking shelter.

DC Department of Behavioral Health Access Helpline \ 1-888-793-4357

When to call? For individuals experiencing a psychiatric or emotional crisis.

Community Resource and Referral Center (Homeless Veterans) \ 202-636-7660

When to call? For Veterans experiencing or at risk of homelessness.

DC Rape Crisis Center Hotline \ 202-333-7273

When to call? In an immediate crisis, call 911. For individuals sexually assaulted, call for support and resources.

DHS Shelter Hotline \ 202-399-7093

When to call? For transportation to an emergency shelter.

Encampments

Deputy Mayor for Health and Human Services (DMHHS) Encampment Team \ encampment.reports@dc.gov

When to email? To report an encampment for evaluation and follow-up.

Medical

DC Prevention Centers \ 202-319-3085 \ 1419 Columbia Road NW

When to call? For individuals using or addicted to drugs and medications.

DBH Community Response Team \ 202-673-6495

When to call? For individuals experiencing psychiatric emergencies, trauma, or show signs of mental health and substance use disorders

Department of Behavioral Health Same-Day Urgent Clinic \ 202-442-4202

When to call? For individuals needing access to a walk-in clinic and same day treatment without an appointment.

Comprehensive Psychiatric Emergency Program (CPEP) \ 202-673-9319

When to call? For 24/7 emergency psychiatric services, mobile crisis services, and observation beds for those 18 years and older.

Services

Georgetown Ministry Center \ 202-338-8301 ext. 4 \ 1041 Wisconsin Avenue NW & 1556 Wisconsin Avenue NW

Services Offered: Drop-in center, showers, laundry service, street outreach, case management, coffee and sandwiches, Street outreach, medical services including a general practitioner and psychiatrist, and access to computers, phone, and mail services. To report individuals who may need assistance in Georgetown email: outreach@gmccgt.org

St. Margaret's Episcopal Church (Charlie's Place) \ 202-232-3066 \ 1830 Connecticut Avenue NW

Services Offered: Breakfast services, clothing, toiletries, case management, writing groups, health care, haircuts, art therapy, movie Friday's, and more.