Downtown Indy Alliance

CHIP
COALITION FOR HOMELESSNESS INTERVENTION & PREVENTION

HOMELESSNESS OUTREACH RESOURCE GUIDE

Non-profits and direct service providers help Downtown stakeholders understand challenges and connect to resources.

Downtown Indy Alliance in partnership with the Coalition for Homelessness Intervention and Prevention (CHIP), works to help individuals experiencing homelessness secure payment supportive housing and end the cycle of homelessness. The following information can help address some of your concerns and challenges.

WHAT TO DO

SLEEPING/LOITERING AT YOUR FRONT DOOR

1. Politely ask if they need assistance. If they do not require assistance, kindly ask they relocate. If they do need assistance please offer informations from the Resources section on the back of this card.
   A. If this is a regular occurrence, contact the coordinator of the **Downtown Collaborative Outreach Initiative; 317.828.9858 or outreach@horizonhouse.cc**
2. If they are not cooperative, tell the individual you are going to call for assistance. Avoid a confrontation and keep a safe distance. We suggest the following:
   A. Non-emergency police number at 317.327.3811, please note this may take up to an hour to respond.
   B. If the individual becomes disruptive or you feel unsafe and you need additional assistance, **call 911.**
3. If efforts above have been attempted without success, consider requesting a Limited Agency Trespass Agreement from IMPD. Signing this agreement allows IMPD to take enforcement action for an individual trespassing on your private property. To request a Trespass agreement or for more information, please email **Sergeant Kimberly Evans at: Kimberly.Evans@indy.gov**

SOMEONE HAS WALKED INTO YOUR BUSINESS

1. Ask if you can help them. If they purchase something, treat them like any other customer -this sets a great example for your patrons. If they do not make a purchase, let them know the area is for customers and politely ask them to leave, if you would do the same for a non-paying patron who is not experiencing homelessness.
2. If this is a regular occurrence, contact the coordinator of the **Downtown Collaborative Outreach Initiative; 317.828.9858 or outreach@horizonhouse.cc**
3. If they are disruptive, your safety and the safety of your patrons is top priority. Step away, call 911 and request an officer from the **IMPD Homeless Unit** if applicable.
4. Do not offer free food or drink unless you are able to do so for all whether or not the person is experiencing homelessness, as it often encourages panhandling or repeat visits for handouts.

UNATTENDED BELONGINGS

1. Contact the coordinator of the **Downtown Collaborative Outreach Initiative; 317.828.9858 or outreach@horizonhouse.cc**
2. If it needs to be removed immediately, **please call 317.327.6506 (IMPD Homeless Unit).**

URINATING OR DEFECATING

1. Make yourself aware of nearby public restrooms and share this knowledge with the individual.
2. If this is a regular occurrence, contact the coordinator of the **Downtown Collaborative Outreach Initiative; 317.828.9858 or outreach@horizonhouse.cc**

SLEEPING OUTSIDE IN UNSAFE OR EXTREME CONDITIONS

1. If you are concerned about an individual's health/well-being, call **911** for a wellness check and/or ask for the **Mobile Crisis Assistance Team (MCAT)**. Or if in need of medical assistance call an ambulance.
2. For heating and cooling centers during extreme weather, **call 211** for locations.

BE IN THE KNOW

PANHANDLING

1. Panhandling is a solicitation made in person where a verbal request for money is made. (When someone is standing/sitting or performing music where a written sign makes the request for a donation, this is passive solicitation, which is protected, free-speech and legal.)
2. Under many conditions, panhandling is also legal in Indianapolis, UNLESS:
   A. It is aggressive, which is defined as:
      I. Continued verbalization of request after receiving a "no" response; intentionally blocking an individual from passing; touching someone while soliciting money; or intimidating someone to be fearful.
   B. Either the panhandler or the person being solicited is located at any of the following locations:
      I. At a bus stop; in any public transportation vehicle or public transportation facility; in a vehicle which is parked or stopped vehicle on a public street or alley; in a sidewalk cafe; or within twenty (20) feet in any direction from an automatic teller machine (ATM) or entrance to a bank.
3. If unlawful, call 911.
4. If legal and you do not feel compelled to give, politely say "no" and move on. See ways to help below.

HOW TO HELP

Avoid offering food or money as it often encourages panhandling. Instead, consider these options:

- Download the See Say app through the App Store or Google Play. This new technology provides you the ability to report non-emergency safety and maintenance issues to us so we can track areas of need and respond more quickly.

- Donate to Streets to Home Indy, to end chronic and unsheltered homelessness in Indianapolis and prevent future instances through diversion efforts and rapid housing placements: **https://secure.qgiv.com/for/streetstohomeindyfund**

- Purchase IndyGo bus passes that can easily be handed out to those requesting assistance. Go to: **www.buy.indygo.net**

- Suggest accessing CHIP's Handbook of Help online at: **www.chipindy.org/handbook-of-help**

RESOURCES

- **Coalition for Homelessness Intervention and Prevention** | www.chipindy.org | 317.630.0853
- **Horizon House** | www.horizonhouse.cc | 317.423.8909
- **IMPD Homeless Unit** | tabatha.mclemore@indy.gov | 317.327.6504

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HORIZON HOUSE

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