

Frontline Response – Scope of work

Outreach & Prevention - (Trust building for future relocation if necessary)

- Supply weekly outreach team to provide trust building, food and case management services within unhoused communities and encampment areas identified by county and city officials.
- Conduct monthly Jail outreaches to DeKalb County jail and other city jails as agreed upon to host reentry sessions with individuals interested in preparing for release and rebuilding. We will also provide pickup to the emergency facility for those who are committed to the program.
- Supply outreach, food and case management services to designated extended stays identified by city and county officials.
- Provide rapid response hotline for law enforcement and municipal partners to address and case manage areas of unhoused congregation (i.e. Churches, shopping malls, etc.) to provide trust building and alternative solutions to reduce police engagement.
- Provide onsite medical and other services when appropriate through partnerships with existing providers.

Rescue & Relocation

- Supply 24-hour law enforcement/municipal partner hotline to address, assess and transport unhoused individuals to safe medical or emergency housing in order to engage with case management and other vital services including, showers, laundry, food, clothing, medical, behavioral health, workforce, ID, birth certificates and social security card attainment, connection to coordinated entry and benefits services.
- Supply an 7 am - 1 a.m. hotline for the unhoused to request services within DeKalb County.
- We will provide 7 am - 1 a.m. Pick up for returning citizens as they are released from jail custody.
- Outreach, relocation and closure of encampments in conjunction with the various law enforcement agencies. The key is for this to be voluntary until otherwise notified that a particular encampment must be cleared.
- Transportation to crisis centers or substance use programs where needed. Facilitate current mobile crisis team when patron is experiencing

Emergency/temporary Housing - 90 day (With Wrap Around Services and extensions available)

- Immediately house up to **310** individuals and increase that capacity to **400** by November of 2025. (This is a rolling number meaning this is total capacity. Once individuals are housed in permanent housing that bed frees up for another patron.
- Provide full wrap around services as identified above plus connection to all county provided services
- Transportation to medical, behavioral health, job interview, ID and other necessary appointments to become supportive/affordable housing ready.
- Inhouse Psych- nurse practitioner to monitor prescribed meds or Deep TMS care to reduce opioid dependency.
- Group and individual onsite therapy, counseling and primary care.
- Financial literacy including credit, budgeting and rental certification.
- This includes all warming, cooling center and severe weather activations and transport as it has in the past.
- Other services as provided by collective partners

Warming/Cooling Center:

- Provide accommodations at the Frontline Response Facilities (Gresham, Peace Baptist or Ember Drive) for up to 400-hundred (400) unsheltered citizens in DeKalb County, Georgia when temperatures reach thirty-five (35) degrees wind chill or thirty-two (32) degrees or below, assuming sixty-one (61) days of cold weather in accordance with DeKalb Emergency Management Agency's ("DEMA") Excessive Cold Warming Center Action Plan.
- Staff and manage intake, HMIS management, case management referrals, hot meals and emergency care for all DeKalb warming center locations including Rec Centers and other designated warming centers.
- Transportation to and from the warming center (pick-up and return at four sites in DeKalb County – the Chamblee Library; North DeKalb Senior/Community Center; Mason Mill Recreation Center and the Avondale Fire Station No. 3) and special request pickups from DEMA or Community Development. This includes transportation between designated warming centers.
- Provide transportation from two end-of-line Marta Stations and the East Lake Marta station when service concludes at 1 a.m.
- Prepare and deliver hot dinners for all DeKalb Warming centers and to package up refuse for discard.
- Provide emergency blankets and/or clothing to all DeKalb Warming centers
- Manage volunteer opportunities for individuals who would like to serve at any DeKalb warming center.
- Coordinate with other organizations that would like to participate and serve in assisting warming center to ensure a seamless collective County wide process.

- Provide financial support to collective organizations that require it to perform critically needed support services in specific jurisdictions.
- Provide hot food and bedding at the Frontline warming centers; laundry and pest management services; case management and housing planning services; and safety and security while at the warming center.
- Work with the County's Community Development Department and Coordinated Entry, to provide the next steps to find housing for the unsheltered citizens at the warming centers, including enrollment in the coordinated entry program to ensure individuals are on the waiting list for available transitional housing and other services offered in DeKalb County.
- Provide food and blankets to unhoused individuals (via outreach) who choose not to come inside for shelter when temperatures reach the thresholds described above.
- Provide rapid response pick up and drop off as requested by DeKalb DEMA Chief.
- Provide showers, toiletries and clothing to those who want to take advantage of those services at the Frontline Facility
- Refer individuals to DeKalb County's Department of Public Health or other designated agency for medical and behavioral health services.

Permanent Housing Transition services - (These services are bridge between permanent housing acquisition via case managers to ensure proper move in and set up of permanent unit)

- Provide move in coordination, transportation and furniture/supply acquisition for 200 permanent supportive affordable units on Ember Dr, with Frontline case management, food pantry and wrap around services on site. (Rents are paid by client via vouchers, earnings, sponsorship or another subsidy.)
- Provide move in coordination, transportation and furniture/supply acquisition for 400-unit partnership with second chance acceptance for clients with challenged rental histories that will be admitted once they complete the Frontline Rental Certification class. (These are paid by client same as above)
- Coordinated with Community Development on services and payments that could support unhoused, motel and extended stay residents as they move into permanent housing or emergency family units.
- Reserve a specific number of units for emergency large family, pet owners or former hotel/extended stay residents while long-term permanent housing is being secured.

Sample Key Performance Indicators-

- # of individuals and families calling the hotline
- # of calls answered or returned within 5 minutes
- # of individuals engaged from outreach activities
- # of individuals rescued into emergency housing
- # of individuals who accepted wrap around services
- # of individuals who found and maintained employment
- # of individuals who maintained non-emergency housing
- # of individuals who maintained permanent housing
- Total Impact per Invested Dollar on a cohort and yearly client intake
- Total Social Return on Investment on a cohort and a yearly client intake

<i>Outreach & Prevention</i>	<i>\$585,000</i>
<i>Rescue & Relocation</i>	
<i>Emergency/temporary Housing - 90 day (With Wrap Around Services and extensions available)</i>	
FL Warming/Cooling Centers Operation	<i>\$290,000</i>
Staff, HMIS, Transportation, Showers, Hot meals for all DeKalb Warming Centers and patrons	<i>\$60,000</i>
<i>Permanent Housing Transition services</i>	<i>\$55,0000</i>
Total	<i>\$990,000</i>

This price will include all service needed by DeKalb County as it relates to unhoused services.