



WHO TO CALL FACT SHEET

OVERVIEW

Mount Vernon Triangle Community Improvement District (MVT CID) is committed to providing meaningful supportive services to individuals experiencing homelessness in the Mount Vernon Triangle neighborhood. MVT CID and its rate paying stakeholders fund and support The h3 Project in its work in Mount Vernon Triangle. This model follows best practices by meeting people where they are and helping them attain permanent housing. Through partnerships with government agencies and private organizations, we all work diligently to acknowledge and address the issues of homelessness and human trafficking.

HOMELESS OUTREACH WORKERS

The h3 Project provides outreach in and around MVT to those who are experiencing homelessness. The h3 Project outreach workers build relationships with homeless neighbors and link them to vital social services and permanent supportive housing. Once housed, The h3 Project and its partners continue addressing underlying issues around mental health, addiction, medical care, employment, and education.

The h3 Project outreach workers balance the needs of the community while respecting personal rights and providing significant support to those in need. When concerns arise, property and business owners and managers and others can use this document to determine the next steps.

When to Call Homeless Outreach Dispatch

Call **The h3 Project at (833) 439-6757 (833-h3-Works)** when you feel that intervention is necessary, but there is no immediate danger to the person or others. An outreach worker will come to assess the individual for possible assistance. Some of the signs you see might include:

- Flailing arms
- Expressions of paranoia
- Extremely poor hygiene
- Dressing improperly for the weather
- Verbally requesting assistance

For general assistance or questions about homelessness and what you can do to help, you can email The h3 Project at info@h3projectdc.org

WHEN TO CALL POLICE (911)

- Someone is doing something illegal
- Someone is in imminent danger or when there are weapons involved
- Someone is seriously injured or unresponsive
- Someone is making threatening statements or actions
- Someone requests emergency services
- Someone is causing problems in your place of business
- Someone is harassing your residents or customers
- Someone is trying to access an unauthorized area
- There is damage or theft to your property

WHEN TO CALL MVT CID DISPATCH

- There are overflowing public trash cans
- There is broken glass or other debris on the sidewalk

WHEN CALLING FOR ASSISTANCE

Please describe the reason for your call and have a description of the person in question. This includes physical characteristics, as well as a description of the behavior that caused your concern. The following will be of assistance:

- Where are you and the individual each located? If the individual left the area, which way did he or she go?
- The approximate age, gender, race, hair color, facial hair, description of clothing, or other distinguishing factors of the person.
- Do you know any personal information about the individual?
- Your contact information.

Important Numbers:

MPD Dispatch: (202) 698-0555 (or dial 911)

MVT CID Dispatch: (202) 216-0511

The h3 Project Dispatch: (833) 439-6757

Shelter Hotline: (202) 399-7093

Community Response Team: (202) 673-6495

WHAT TO DO WHEN...

There Is Extreme Weather

Many services, including indoor shelters, are available during extremely cold or hot weather. If you are concerned about someone or they are interested in going inside, please contact:

- M-Sat, 10:00am-6:00pm: Call **(833) 439-6757 (833-h3-Works)** so that an outreach worker can follow up and coordinate water or blankets, perform a wellness check, and organize transportation to cooling/warming centers.
- Non-Business Hours: Call the Shelter Hotline at (202) 399-7093 or the Community Response Team at (202) 673-6495.

If you encounter someone who appears to be in physical distress due to overexposure, immediately call **911** and then call The H3 Project Dispatch at **(833) 439-6757 (833-h3-Works)** so that an outreach worker can follow up.

Someone Is Blocking Private Space

If someone is trespassing or blocking space around your business, there are several options, depending on the situation:

- Politely ask the person to move. If the person ignores you and is not a threat, call The h3 Project Dispatch at **(833) 439-6757 (833-h3-Works)** so that an outreach worker can follow up. While outreach workers cannot compel a person to move, they can advise the person of his or her options.
- Call MPD if the person is not responsive to moving and is currently blocking entrances/exits or trespassing on your private property. Blocking access to your property is prohibited. You may also work with MPD to issue a barring notice to prohibit someone from remaining on or returning to your property.

Someone Is Urinating/Defecating

Urinating or defecating in plain view suggests that the person may need mental health services. It is also against the law. In this case, contact Metropolitan Police Department and then call The h3 Project Dispatch at **(833) 439-6757 (833-h3-Works)** so that an outreach worker can follow up with the individual if they are experiencing homelessness.

Someone Is Panhandling

Each of us must decide what to do when approached by someone asking for money, but MVT CID businesses and employees are encouraged to give to homeless service organizations that provide assistance on a broader scale, rather than give spare change to individuals. A simple “no thank you” rather than ignoring someone will acknowledge the person’s humanity while respecting your right to say no. According to District of Columbia law, individuals are permitted to panhandle in public spaces if it is not done in an aggressive manner.

Someone Is Aggressively Panhandling

The following behaviors are considered aggressive panhandling and are prohibited by District of Columbia law no matter where they occur:

- Continuing to ask for money after someone says “no”
- Intentionally blocking someone from passing
- Unreasonably causing a person to take evasive action to avoid physical contact
- Asking for money while touching someone
- Panhandling within 10 feet of an ATM
- Threatening someone with bodily harm or criminal activity

If you see aggressive panhandling, notify the Metropolitan Police Department.

There is Evidence of Human Trafficking

Washington, DC is on the forefront in the fight against human trafficking. Human trafficking is a form of modern-day slavery in which victims are subjected to force, fraud, or coercion for the purpose of commercial sex, debt bondage, or involuntary labor. Victims of human trafficking can be young children, teenagers, men, and women. They can be U.S. citizens, lawful permanent residents, or foreign nationals. Victims of Human Trafficking may exhibit any of the following:

- Evidence of being controlled, either physically or psychologically
- Signs of physical injuries and abuse
- Inability to speak for oneself or share one’s own information
- Information is provided by someone accompanying the individual
- Avoidance of eye contact, social interaction, and authority figures/law enforcement
- Few or no personal possessions
- Seeming adherence to scripted or rehearsed responses in social interaction
- Loss of sense of time or space, not knowing where they are or what city or state they are in.

If you see evidence of Human Trafficking or would like more information on identifying the signs, contact the National Human Trafficking Hotline at 1-888-3737-888. You can also contact h3 Project Dispatch at (833) 439-6757 (833-h3-Works). You may also contact MPD’s Human Trafficking Unit at (202) 299-3903.



**The h3 Project Dispatch:
1-833-h3-Works**