

# Safe Options Support (SOS) Program



The Safe Options Support (SOS) Program addresses the needs of individuals experiencing homelessness on the street or places not meant for human habitation, and individuals placed in temporary shelter settings by offering direct linkages to services that address their immediate needs and providing support during transition from street homelessness to stable housing.

The SOS team utilizes a person-centered and trauma-informed approach to meet people where they are at in the community. A Critical Time Intervention (CTI) – based case management model, which is a time-limited, evidence-based service that helps vulnerable individuals during periods of transition, is used to address needs. The SOS team consists of licensed behavioral health clinicians, case managers, and peer specialists from Endeavor Health Services.

## Services Offered:

- Focused outreach and canvassing
- Resolution of immediate needs including providing essential items such as food, water, clothing, blankets, and other necessary hygiene supplies
- Expanding the circle of care by making connections to a wide range of resources and informal supports including legal services, employment assistance, financial counseling, educational opportunities, skill building, and linking to social and recovery-oriented support services
- Linkage to behavioral health, Medication Assisted Treatment (MAT) for substance use, and physical healthcare providers
- Liaison between inpatient and outpatient providers to ensure continuity of care, pre- and post-discharge
- Completion of SPOA supportive housing application, housing interview preparation, placement, assistance with gaining transitional and permanent housing, community integration and ongoing support
- Physical health education and coaching on health, hygiene, and wellness
- Assistance with identification documents, benefits, and entitlements, such as Medicaid, Supplemental Nutrition Assistance Program (SNAP), cash assistance, and Social Security

*Make a Referral:*

 716-815-4WNY (4969)

 [mysos@ehsny.org](mailto:mysos@ehsny.org)

 [ehsny.org](http://ehsny.org)