

SAFE OPTIONS SUPPORT PROGRAM DESCRIPTION

ABOUT SAFE OPTIONS SUPPORT

In response to the chronic issue of homelessness, the Safe Options Support (SOS) program was established through a collaboration between Coordinated Behavioral Care (CBC) and the New York State Office of Mental Health. This innovative model addresses the needs of individuals experiencing homelessness on the street and in public transit locations by offering direct linkages to services that address their immediate needs and providing support during the transition from street homelessness to stable housing. The project relies on consistent cross-system collaboration for data sharing, care plan coordination, and accessing community-based resources. Individuals are identified by State and City partners, including outreach teams, MTA, law enforcement, hospitals, and other community providers in close contact with individuals in need.

The SOS program consists of the CBC centralized Hub and agency partners that operate specialized SOS teams; ACMH, Inc., BronxWorks, Federation of Organizations, Services for the Under Served (S:US), and The Bridge, Inc.

The SOS Teams utilize person centered outreach and engagement approach coupled with Critical Time Intervention (CTI)-based Model - a time-limited, evidence-based service that helps vulnerable individuals during periods of transition. Services are provided for up to 12 months, including pre- and post-housing placement, with an intensive initial outreach and engagement period that involves multiple visits per week. The SOS teams facilitate housing placement and linkages to support services to help build skills and strengthen community-based ties. Services are individualized with flexible frequency and duration meeting each member's unique needs.

The SOS Teams are comprised of licensed behavioral health clinicians, registered nurses, care managers, and peer specialists. Each SOS Team includes staff authorized to coordinate the linkage and placement to a hospital of any person who appears to be psychiatrically unstable and is conducting themselves in a manner that is likely to result in serious harm to themselves or others. Staff works closely with treatment providers, hospitals, and Comprehensive Psychiatric Emergency Program (CPEP) to coordinate services, ensure continuity of care, and support discharge planning efforts.



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SERVICES INCLUDE, BUT ARE NOT LIMITED TO:

- 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 linkage 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 supportive housing application (2010E), housing interview preparation, placement, assistance with gaining transitional and permanent housing, community integration and ongoing support
- Physical health education and coaching by nursing professionals 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

REFERRALS

Individual referrals can be made by, but not limited to: Outreach teams, hospitals, family, caregivers, community providers, law enforcement, MTA State, City, and not-for-profit providers.

Please email SOSInfo@cbcare.org or call the 24-hour toll-free information line 1-866-SOS-4NYC to learn more and discuss a possible referral. You can also find additional information on CBC's website at: <https://cbcare.org/innovative-programs/nyssos/>.

