Help for the Homeless Reporting

How to access and use the Homeless Activity Reporting System

Where to make a report:

- Online: www.pbcgov.com/communityservices
www.TheHomelessPlan.org

- 8 kiosks located within Palm Beach County:

- North County Senior Center

- Mid County Senior Center

- Main Summit Library

- 5 Community Services offices located in:

- Belle Glade, Delray Beach South County Government Center, Lake Worth Beach, Riviera Beach, West Palm Beach

Three types of Forms to be selected

▶ 1. For the general public to report an unsheltered person or an encampment

▶ 2. Self-report from an unsheltered person

▶ 3. Law Enforcement reporting an unsheltered person or encampment.

▶ The completed form will be downloaded into the Resource and Referral Portal, and an e-mail will be sent to the Homeless Outreach Team. The Community Services Call Center will contact Self-reporting unsheltered people with a phone during regular working hours.

Resident Reporting Unsheltered People or an Encampment

▶ Go on line to our websites or you can use a kiosk at one of our locations in Palm Beach County.

▶ Complete the form and try to provide as much information as possible and your call back number if we need to gather more information. However, you can also remain anonymous.

▶ You can also call our Community Services Call Center at 1-833-HHA-WILL

▶ (1-833-442-9455)   Select Prompt one for Homeless Services.

▶ After you complete the Report on line, you will receive a confirmation e-mail.

What Happens to your Report?

▶ The Homeless Outreach Team will be deployed to the location you reported within one business day.

▶ They will engage with the unsheltered person(s) and register them for services if they qualify.

▶ They will continue to monitor the situation and provide updates in our Homeless Management Information System (HMIS) and the Resource and Referral Portal

▶ If the HOT Team does not find the person(s) on the initial visit, they will return a second time within 3 days of the initial visit.

▶ The Report may be closed if there is no contact made, or the report in our Resource and Referral Portal and HMIS will be updated until the person(s) are placed in shelter or a housing waiting list.

QUESTIONS?