






Standard Work Instructions

Title: Offering Cellphone to Homeless Navigation Clients Through Existing Programs		
Trigger: Client homeless and w/out phone at intake	Done/Stop:	Date: 9/25/17
Performed By: LINCS Navigators	Revised By: Patrick Kinley	Revision Number: 3
Owner: LINCS Navigation		Task Time: Variable

Background: In the past two years, approximately 34% of LINCS navigation clients reported homelessness, and 62 of the 723 SF residents who are not currently in HIV care are homeless, although this number likely underestimates the true value. LINCS navigators working with homeless clients often have no way to keep in touch with homeless clients, as many clients move around the city as encampments are swept, do not own cellphones, and do not have mailing addresses. As a result, navigators conduct field visits to know areas, organizations, or encampments where their client is known to be. Field visits are highly time and energy intensive.

Purpose: This document establishes standard work for:

- Screening clients for homelessness
- Offering homeless clients access to cellphones during initial navigation meeting
- Supporting clients in keeping their cellphone. This outcome will assist clients in staying engaged with their clinic and navigator and thus reducing the time navigators spend looking for homeless clients.

#	Major Steps	Details/Key Points (anything that will make/break the process, injure the worker or tips to make the work easier)	Time	Diagram, Work Flow, Picture, Time Grid
1.	Screen new navigation clients for homelessness, marginal housing, and risk of eviction at intake. Ask if client has cellphone as part of GTZ expanded contact sheet/intake.		3 mins	
2.	If homeless client does not have a cellphone, offer client options to access free or low cost cellphone. Screen client for eligibility and support client in choosing best option for them (see attached cellphone options sheet)	More info about options on back page: <ul style="list-style-type: none"> • AIDS Emergency Fund • Free cellphone booth • Health eNav research study 	5 mins	
3.	Provide supporting documentation, or help client gather necessary documents.	See attached cellphone options sheet for necessary documentation.	30 mins	
4.	If client is interested in attaining a phone, escort client to get phone during first navigation meeting, or as soon as possible. Once client has attained phone, initiate client contact with navigator and clinic in person.	Initiate client contact in person: <ul style="list-style-type: none"> • Enter navigator number as contact • Text client with navigator name/hours • Ask client if navigator can give new number to clinic 	1 hr	
5.	As needed, provide counseling and education to patient to support use of phone and engagement with navigator and clinic. Focus on being realistic and overcoming individual barriers.	<ul style="list-style-type: none"> • Education about how to use texting, setting up VM, etc. • Strategize with client about how to keep phone safe • Make plans for charging phone (see attached charging options sheet) 	10 mins	
6.	If client loses or sells phone, support client in attaining another phone through the same mechanisms as above. Before attaining new phones, discuss barriers that lead to loss of last phone and make plan on how client plans to keep this phone		Up to 1 hr	



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Cellphone Option and Services Provided	Location/ Contact Info	Eligibility	Required Document	Tips
<p>AIDS Emergency Fund (AEF)</p> <ul style="list-style-type: none"> • \$500 grant toward phone service, rent, utilities, some medical costs 	<p>Drop-in at 12 Grace St</p> <p>Hours: M-F 10-12:30 and 1:30-4</p>	<ul style="list-style-type: none"> • SF resident • Living with HIV • Monthly income of \$2010 or less 	<ul style="list-style-type: none"> • Proof of residency (SW letter, recent bill, or ID) • Letter of diagnosis • Income verification (pays stubs, SSI/GA award letter, SW letter) 	<ul style="list-style-type: none"> • Get quote for selected phone and plan from MetroPCS at 923 Market St before AEF intake appointment to save time
<p>Health eNav</p> <ul style="list-style-type: none"> • Free phone and 1 year of service • Digital support with accessing medical care, meds, and social services • \$590 in gift cards 	<p>Dillon Trujillo at 415-234-6956</p>	<ul style="list-style-type: none"> • Ages 18-34 • Gay and bisexual men or trans • Newly diagnosed, missed 2 PCP appts in the past year, or not virally suppressed 	<ul style="list-style-type: none"> • Letter of diagnosis • ID 	<ul style="list-style-type: none"> • Can call Dillon with client to complete short screening process
<p>Free Phone Booths</p> <ul style="list-style-type: none"> • Free phone and open-ended service plan 	<p>16th St and Mission OR GA Office at 8th and Mission</p>	<ul style="list-style-type: none"> • Medi-Cal, GA, or CalFresh, or SSI recipient 	<ul style="list-style-type: none"> • Medi-Cal card, GA/CalFresh card, SSI letter • Photo ID (most) 	<ul style="list-style-type: none"> • Medi-Cal verification can be obtained at the Walgreens at 16th and Mission