



## Homeless No More's Affirmative Outreach Policy & Procedures

**Policy:** Homeless No More provides information in printed material, on the website, and through outreach to other agencies on the availability of emergency shelter, transitional housing services, and affordable housing. We support all those with special needs by providing appropriate services and tools to access our services.

**Procedure:** All Homeless No More's resources are communicated through the venues below in a nondiscriminatory manner that reaches persons of all races, colors, religion, sex, age, national origin, familial status, or disability. As a Midlands Area Consortium for the Homeless (MACH) Access Point, all of our facilities are accessible to individuals with disabilities and appropriate auxiliary aids are made available, upon request.

The agencies we outreach to regarding our services include the City of Columbia, Richland County, the Midlands Area Consortium for the Homeless, United Way of the Midlands, SC Vocational Rehabilitation, SC HIV Council, PALSS, MIRCI, the Columbia Housing Authority, LRADAC, SC Department of Mental Health, local churches, domestic violence agencies, local agencies providing services to homeless and low income populations, Richland School Districts 1 and 2 and Lexington 1-5, and PASOs (Latino services).

### PERSONS WITH DISABILITIES

Homeless No More offers the TTY 711 number to all participants who are hearing impaired. We also have access to certified interpreters, information provided by MACH, at [www.scadsservices.org/interpreters](http://www.scadsservices.org/interpreters) or <https://www.scsdb.prg/domain/65>.

The emergency shelter and transitional housing properties are accessible to participants with disabilities. There are two transitional housing units set-aside for families with a disabled person. For persons who have limited vision, we provide materials in large print and can request additional materials from the MACH. For persons with speech impairments computers or other resources are provided. For persons with manual impairments we assist by supporting them in whatever capacity is needed such as taking notes, turning pages, etc. Through printed material and working relationships with SC Vocational Rehabilitation, MIRCI, SC Department of Mental Health, and others, the existence of these units, and Homeless No More services are made known.

### LIMITED ENGLISH PROFICIENCY

Homeless No More ensures people of Limited English Proficiency (LEP) have meaningful access to programs and activities by providing information and accessing bilingual resources from organizations such as PASOs, Richland School Districts 1 and 2 and Lexington 1-5. All agencies have bilingual staff to ensure information is disseminated and translated. These agencies also provide translators to support client referrals and to assist our agency with bilingual needs.

We also use Google Translate, and have access to certified translators, recommended by the MACH, at <http://www.certifiedtranslationservices.com/> and <https://corelanguages.com/>.