

Outreach Ambassadors One-At-Time Approach

Charles Anderson example



Charles Anderson, June 2019

Mr. Anderson is a 62-year-old man known to first responders as a serial inebriate. He lives in and out of the shelter.

Ambassadors engage with him multiple times per day for various reasons, often up to an hour per engagement.





Medical conditions, August 2019

Charles uses a walker most of the time because of medical conditions in his feet that hinder mobility.

He frequently engages with ambassadors and requests ambulance support.

Working with partners, September 2019

Ambassadors found a way for police to cite Charles so that he would enter the Washoe County Community Court system.

The court ordered him to use Nevada Fiduciary Services to manage his money.





A new home, October 2019

Ambassadors helped him
transition from motels to
apartment.





Charles at home, February 2020

Charles has maintained sobriety and his apartment for four months.

Charles stays in contact with the ambassadors as needed.