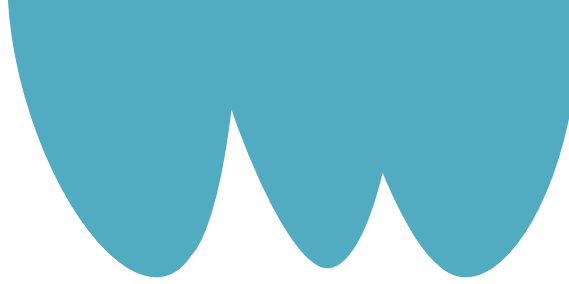


# COMMUNITY OUTREACH WORKERS

Street outreach is an evidence-based strategy for meeting immediate needs and connecting people to services supporting their health and wellbeing, while also promoting the health and wellbeing of others using public spaces.

Outreach workers use trauma-informed and harm-reduction approaches to build rapport and engage community members who may benefit from additional services and supports.



## CONTACT

### Regular Business Hours

**Monday-Friday 9am - 5pm**

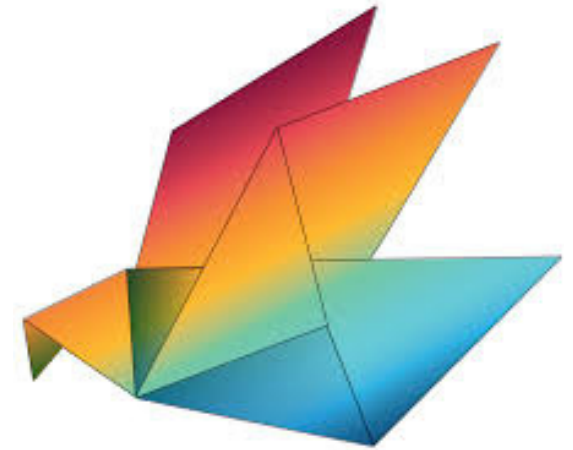
with on-call after hours and on weekends

**Call/Text: 607-216-9603**

### Alternate After Hours/Weekends

Ithaca Police Non-Urgent: 607-273-8000

Urgent? Always dial 9-1-1



## REACH MEDICAL

### *Downtown Ithaca Community Outreach Program*

**Call/Text:  
607-216-9603**



# WHEN TO CALL:

## Help someone meet their basic needs:

- you see someone in need of food, clothing, or personal care supplies

## Help de-escalate a situation:

- you see someone who is visibly upset or distressed
- you witness a non-violent conflict
- your business experiences petty theft

## Help someone get support:

- you see someone who may need shelter or housing
- you see someone with non-emergency medical concerns
- you see someone who appears confused or unstable

## Help everyone in Downtown Ithaca thrive:

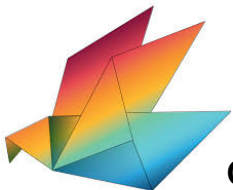
- you see opportunities to build community between residents, visitors, and business owners
- you see behavior that keeps people from moving freely on the Commons
- you see an opportunity for harm reduction resources to be offered

**Monday-Friday**

**9am - 5pm**

**weekend on-call support  
also available**

**Call/Text: 607-216-9603**



# WHO CAN CALL THE PROGRAM:

## Anyone in the Downtown Ithaca area, including:

- Downtown Residents
- Visitors
- Businesses (Owners, Managers, Employees)
- Local Service Providers
  - Not-for-Profits
  - Transportation
  - Medical Providers



# Program Goals

**Improve access to resources and supports**, such as food, personal care supplies, medical care, mental health services, housing, and financial assistance.

**Reduce the need for emergency responses** to community members in distress due to unmet needs, mental health concerns, or substance use.

**Promote welcoming, inclusive, accessible, and cohesive public environments** for all stakeholders including local businesses and residences.

This pilot program is funded by  
The City of Ithaca and the  
Downtown Ithaca Alliance

