



REACH MEDICAL

*Downtown Ithaca
Community
Outreach Program*



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

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

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

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.



Monday-Friday 9am - 5pm
weekend on-call support also available
Call/Text: 607-216-9603

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

