



We Connect Community

Response Guide

Level 1

Basic Needs



Examples:

- Requests for food
- Resource questions
- Requests for money

Action

- Recommend individuals call 211 for available resources
- Refer to QR code on window decal for Helpline Center
- Provide Emergency Resource Guide from Helpline Center
- Provide Journey On business card (605) 519-1066



Level 2

Support Connections



Journey On

Examples:

- Physical relocation
- Resistance to guidance
- Verbal escalations
- Refusal to leave
- Minor medical needs

Action

- Call Journey On Street Outreach (605) 519-1066
- If no response, call Non-Emergency Dispatch: (605) 394-4131



Level 3

Emergency Response

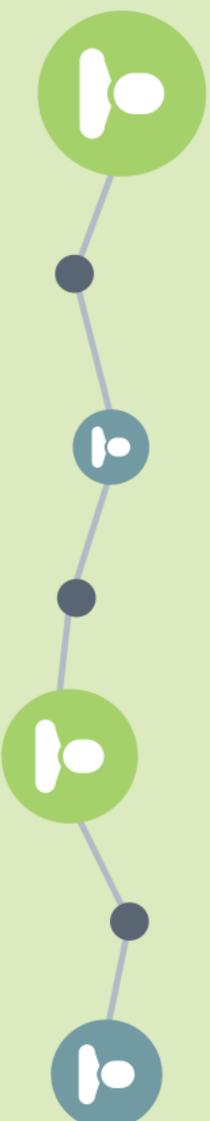


Examples:

- Medical emergency
- Treatment needs
- Safety concerns
- Threats of aggression
- Presence of a weapon

Action:

- CALL 911



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Business Toolkit