



Homeless Outreach at Washington, DC's Union Station



Union Station Redevelopment Corporation, Amtrak, and Union Station Investco LLC property management are committed to providing supportive services to individuals experiencing homelessness at Washington, DC's Union Station. These partners fund and support The h3 Project in its work using best practices to meet people where they are and help get them into permanent housing via public and private partnerships.

Homeless Outreach Workers

The h3 Project provides outreach at Union Station to those experiencing homelessness by building relationships, linking them to vital social services and locating permanent supportive housing. From there, The h3 Project and its partners continue addressing underlying issues around mental health, addiction, medical care, employment, and education while balancing needs of the community with personal rights. Should concerns arise, business managers, business owners, and others can use this document to determine next steps.

When to Call Homeless Outreach Dispatch

Call The h3 Project at **1-833-h3-Works (1-833-439-6757)** when you feel intervention is necessary but there is no immediate danger to the person or others. Signs might include:

- Flailing arms
- Extremely poor hygiene
- Expressions of paranoia
- Dressing improperly for the weather

An outreach worker will come to assess the individual for possible assistance.

When to Call Police (911)

When an individual is:

- Doing something illegal
- In imminent danger or weapons are involved
- Seriously injured or unresponsive
- Making threatening statements or actions
- Requesting emergency services

Call 911, then contact Homeless Outreach Dispatch at **1-833-h3-Works (1-833-439-6757)** so that an outreach worker can follow up. Note: calling 911 will result in Amtrak Police response as they provide law enforcement for Union Station.*

When to Call Union Station Security

When an individual is:

- Causing problems in your place of business
- Harassing your customers
- Trying to access an unauthorized area
- Stealing or damaging your property

Please note Union Station Security will call police as needed for the situation.

When Calling for Assistance

Please describe the reason for your call and have a description of the person in question that includes physical characteristics and concerning behaviors. The following will be of assistance:

- Present location of you and the individual (or direction they went)
- Approximate age, gender, race, hair color, facial hair, clothing or other distinguishing factors of the person
- Any personal information about the individual
- Your contact information

*Amtrak Police Department is the premier Law Enforcement Agency for Washington, DC's Union Station.

Important Contacts

Amtrak Police Dispatch:
1-800-331-0008 (or 911)

Union Station Security Dispatch:
202-289-8355

The h3 Project Dispatch:
1-833-h3-Works



What to Do When...

There Is Extreme Weather

Many services including indoor shelters are available during extreme weather:

- Daily 10 AM-8 PM: Call **1-833-h3-Works** so an outreach worker can follow up, provide water/blankets, perform a wellness check and organize transportation to cooling/warming centers.
- Non-Business Hours: Call the Shelter Hotline at **202-399-7093**.

If you encounter someone who appears distressed due to overexposure, immediately call 911 and then Homeless Dispatch at **1-833-h3-Works (1-833-439-6757)**

Someone Is Blocking Private Space

If someone is trespassing or blocking your business, there are several options:

- Politely ask the person to move. If they ignore you but are not a threat, call The h3 Project Dispatch at **1-833-h3-Works** so an outreach worker can follow up. While they cannot compel a person to move, they can advise.
- Call Union Station Security if the person is not responding and is blocking entrances/exits or trespassing on your private property (which is prohibited). You may also work with Union Station Security to issue a barring notice prohibiting someone from returning to your property.

Someone Is Urinating/Defecating

Besides being against the law, urinating or defecating in plain view suggests a person may need mental health services. In this case, contact Amtrak Police or Union Station Security and then call Homeless Dispatch at **1-833-h3-Works (1-833-439-6757)** so an outreach worker can follow up.

Someone Is Panhandling

Union Station businesses and employees are encouraged to donate to homeless service organizations offering broader assistance, rather than to give spare change to individuals. A simple, “No thank you” rather than ignoring someone acknowledges their humanity while respecting your right to decline.

According to District of Columbia law, individuals are permitted to panhandle in public spaces as long as it is not done aggressively.

Someone Is Aggressively Panhandling

The following behaviors are considered aggressive panhandling and prohibited everywhere by District of Columbia law:

- Continuing to ask after someone says, “No”
- Intentionally blocking someone from passing
- Unreasonably causing a person to take evasive action to avoid physical contact
- Asking for money while touching someone
- Panhandling within 10 feet of an ATM
- Threatening someone with bodily harm or criminal activity

If you see aggressive panhandling, notify Union Station Security or Amtrak Police.

Evidence of Human Trafficking

Union Station is on the forefront in the fight against human trafficking, a form of modern-day slavery in which victims are subjected to force, fraud, or coercion for commercial sex, debt bondage or involuntary labor. Victims can be young children, teens, men, women, U.S. citizens, lawful permanent residents or foreign nationals. Victims may exhibit any of the following:

- Evidence of being controlled physically or psychologically
- Signs of physical injury and abuse
- Inability to speak for oneself
- Information is provided by someone accompanying the individual
- Avoidance of eye contact, social interaction, and authorities
- Few or no personal possessions
- Seeming adherence to scripted or rehearsed social responses
- Loss of sense of time or space, not knowing where they are

If you see evidence of Human Trafficking or would like more information on recognizing the signs, contact The h3 Project Dispatch at **1-833-h3-Works** or the National Human Trafficking Hotline at **1-888-3737-888**.



The h3 Project Dispatch: **1-833-h3-Works**