



Creating Trust
Using an Active,
Multiple
Touchpoint
Model

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Why don't they trust us?

- History of abuse/dysfunction within families or social groups
- Mental illness such as paranoia or schizophrenia
- Feeling of unworthiness or lack of self worth
- System failures or lack of follow through

What are the results of this distrust?

- Broken relationships
- Inability to create new connections / relationships
- Physical and mental unwellness
- Homelessness
- Food insecurity

How is trust built?

Listen...not just hear. Then listen some more.

Treat with dignity and respect

Meet basic
needs

Ask meaningful
questions

Celebrate baby
steps

Repeat

The Beginning of Relationship Building

We started by walking the skyways, subways, sidewalks, bridges and parks to seek out those in need.



Then Came MOU





THE LANDING
AT SILVER LAKE STATION