



MAKING AN IMPACT

Volunteers

You can make a difference for those who need help in their lives. Program needs are divided into two categories:

Clinical: Provide assessment and direct care needs (medical, dental, social work)

Community: Assist individuals in moving from the streets to apartments; sort and distribute donations; prepare and serve food at the Severe Weather Emergency Shelter

Material Donations

We welcome and appreciate donations of household items, sleeping bags, socks, underwear, and vouchers to acquire shoes and food. These items may be delivered or mailed to:

Operation Safety Net, 1518 Forbes Avenue, Pittsburgh, PA 15219.

For additional information, call **412.232.5739**.

Financial Donations

To support Operation Safety Net, make a check payable to Pittsburgh Mercy Health System Development and send to: 101 Bradford Road, Wexford, PA 15090. Please enclose a note or indicate in the check's memo blank that the gift is intended for Operation Safety Net.

Or visit www.pmhs.org to make a gift online.

Toll Free: 1.888.492.8950

Facsimile: 412.232.3726



OPERATION SAFETY NET

412.232.5739
www.pmhs.org

PITTSBURGH
MERCY
A HERITAGE OF HOPE

1518 Forbes Avenue
Pittsburgh, PA 15219

PART OF THE PITTSBURGH MERCY HEALTH SYSTEM
AND CATHOLIC HEALTH EAST, SPONSORED BY THE SISTERS OF MERCY

OPERATION SAFETY NET®



BACKGROUND

OPERATION SAFETY NET® (OSN), AN AWARD-WINNING, INNOVATIVE OUTREACH PROGRAM for the

unsheltered and transitional homeless community in Allegheny County, was established under the auspices of the Pittsburgh Mercy Health System (PMHS) in 1992.

PMHS provides services to the most vulnerable residents of the community—those facing mental illness, addictions, homelessness, abuse, and isolation. Our efforts focus on creating avenues for the homeless to access health and social services that are necessary to improve quality of life.



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PROGRAM COMPONENTS

Outreach and Medical Services

OSN outreach workers search out and offer services to homeless individuals on the streets, in drop-in centers, soup kitchens, and on our medical van. In addition to our paid staff, at least 30 volunteer clinicians, case managers, and outreach workers provide quality health services to the uninsured and homeless. Medical case management, hospital consultation, and 24/7 phone access are provided as well.

Allegheny Engagement Network

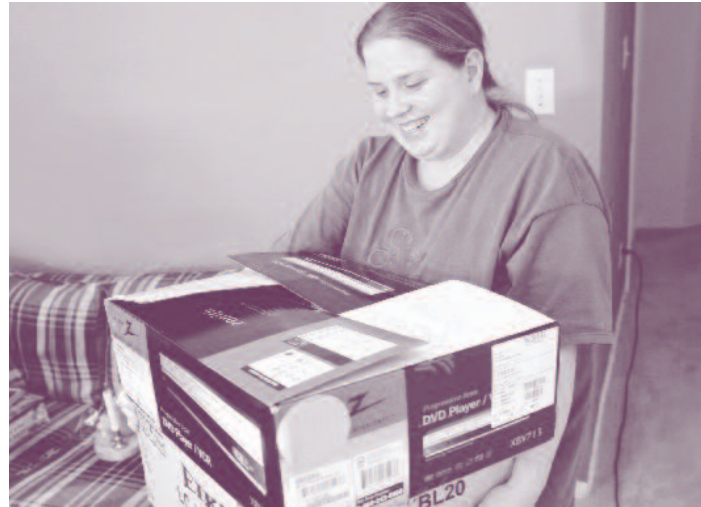
In 2007, OSN was designated the lead agency to develop the Allegheny Engagement Network, a collaboration of providers for the homeless in Allegheny County.

It is the goal of this network to coordinate all of the available services in the county; identify and close gaps in services; and coordinate care for the medical, housing, mental health, substance abuse, and nutritional needs of the area's homeless population.



Housing and Case Management

OSN's case management team is staffed with professional case managers and registered nurses. OSN case managers work with homeless individuals to secure ongoing and stable medical care, income, mental health care, drug and alcohol treatment, permanent housing, housing retention, and legal services.



Clients are placed into appropriate housing and supported in their housing by a team of professionals who assist individuals in working toward overall stability. OSN's case management team has been successful in placing hundreds of individuals who once lived on the streets into permanent and transitional housing. All clients placed in housing receive ongoing case management support.

"I can't thank you enough for the assistance you gave me in my time of need. I never thought that I would experience homelessness or the destitute condition under which we met."

SEVERE WEATHER EMERGENCY SHELTER

- November to March when the temperature is predicted to drop below 25 degrees
- Located in the basement of a church in downtown Pittsburgh
- Individuals are provided a warm place to sleep, a hot meal, showers, toiletries, medical care, and case management
- Serves up to 130 individuals on a given night

EDUCATION

- A one-of-a-kind learning environment for medical professionals in "street medicine" to the poorest of the poor
- More than 100 residents and students trained annually
- Medical, nursing, pharmacy, social worker students
- Clerkships for fourth-year medical students
- Social work internships

BEING THE BEST WE CAN FOR THOSE WHO NEED CARE

OSN staff and volunteers have received more than 40 excellence awards from national, state, and local organizations. Perhaps our greatest recognition is from our clients, as shown in a letter to one of our OSN social workers.

"Thanks to you and organizations like Operation Safety Net, it is possible to believe that there is a loving and caring God above who works through such organizations."