



**Montgomery County, Maryland
City of Gaithersburg**

The 2025 Nadim Khan Memorial Homeless Resource Day

Online Self-Paced Training

Homeless Resource Day

Date: Thursday, November 6, 2025

Time: 10 a.m. – 3 p.m.

**Location: The Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, Maryland 20877**



What will you learn in this training. . .

1. What programs serve the unhoused in Montgomery County?
2. How many are experiencing homelessness in our community?
3. What is the Point-in-Time Count and what was the 2025 count for Montgomery County?
4. Who was Nadim A. Khan and how did Homeless Resource Day start?
5. What is Trauma-Informed Care?
6. How will the Activity Center be organized?
7. Volunteer roles, responsibilities and safety information
8. Liability, Confidentiality and Photos
9. Where should I park?
10. How should I dress?
11. Additional Training Opportunities and Resources



Homeless Programs and Statistics



Programs That Address Homelessness



Homeless Prevention | Housing Stabilization

- Emergency assistance to stabilize and preserve housing
- Assistance with paying utilities

Crisis Response Services

- Housing-focused Outreach to individuals experiencing unsheltered homelessness
- Emergency Shelter that provides short-term temporary lodging
- Transitional Shelter that provides longer-term temporary lodging

Permanent Housing

- Housing First Permanent Supportive Housing provides ongoing rental subsidy and intensive support services
- Rapid Re-housing provides a short-term rental subsidy and case management to help households increase income and housing stability
- Shallow rental subsidies and connection to affordable housing are provided to households with minimal service needs

Programs and Statistics



Permanent Housing:

- In **Fiscal Year (FY) 2025** (July 2024-June 2025), **547** persons exited homelessness for permanent housing.

Program Type	Number of persons exited homelessness
Rapid Rehousing (RRH)	186
Permanent Supportive Housing	74
Other Permanent Housing	287

- **Short-term Housing and Resolution Program (SHaRP)** – a rental subsidy program for up to a year. Since its started in December 2024, **475** households have been housed.

Programs and Statistics (continued)

Prevention Programs “Safety nets to support housing stability”:

- **Rental Assistance Program (RAP):** Is a Shallow Rental Subsidy Program only by referral. County RAP served **936** households during FY25
- **Prevention & Diversion:** **2,547** households received emergency grants to prevent eviction/homelessness during FY25

Shelter Services:

- **Year-Round Emergency Shelters:** There are **498** emergency shelter year-round beds for individuals and families which are fully utilized
- **Overflow Emergency Shelters:** There are **587** emergency shelter year-round beds and **257** seasonal beds for individuals and families which are fully utilized

Point-in-Time Count in Montgomery County



A Snapshot of
Homelessness

- The Point-in-Time (PIT) is a one-day annual count required by the Housing Urban Development (HUD) of those experiencing homelessness by community.
- Volunteers go out the last week of January after 12 a.m. to count, engage, and survey those experiencing homelessness living on the streets.
- Single individuals and families living in shelters are also counted.
- The January **2025** PIT, showed a **32%** increase from **2024** in total persons experiencing homelessness.

Montgomery County, Maryland 2025 PIT Homelessness Count

During the night of Wednesday, January 29, 2025, there were:

Total Literally Homeless: **1,510**
a **32%** increase since 2024



Families



Individuals

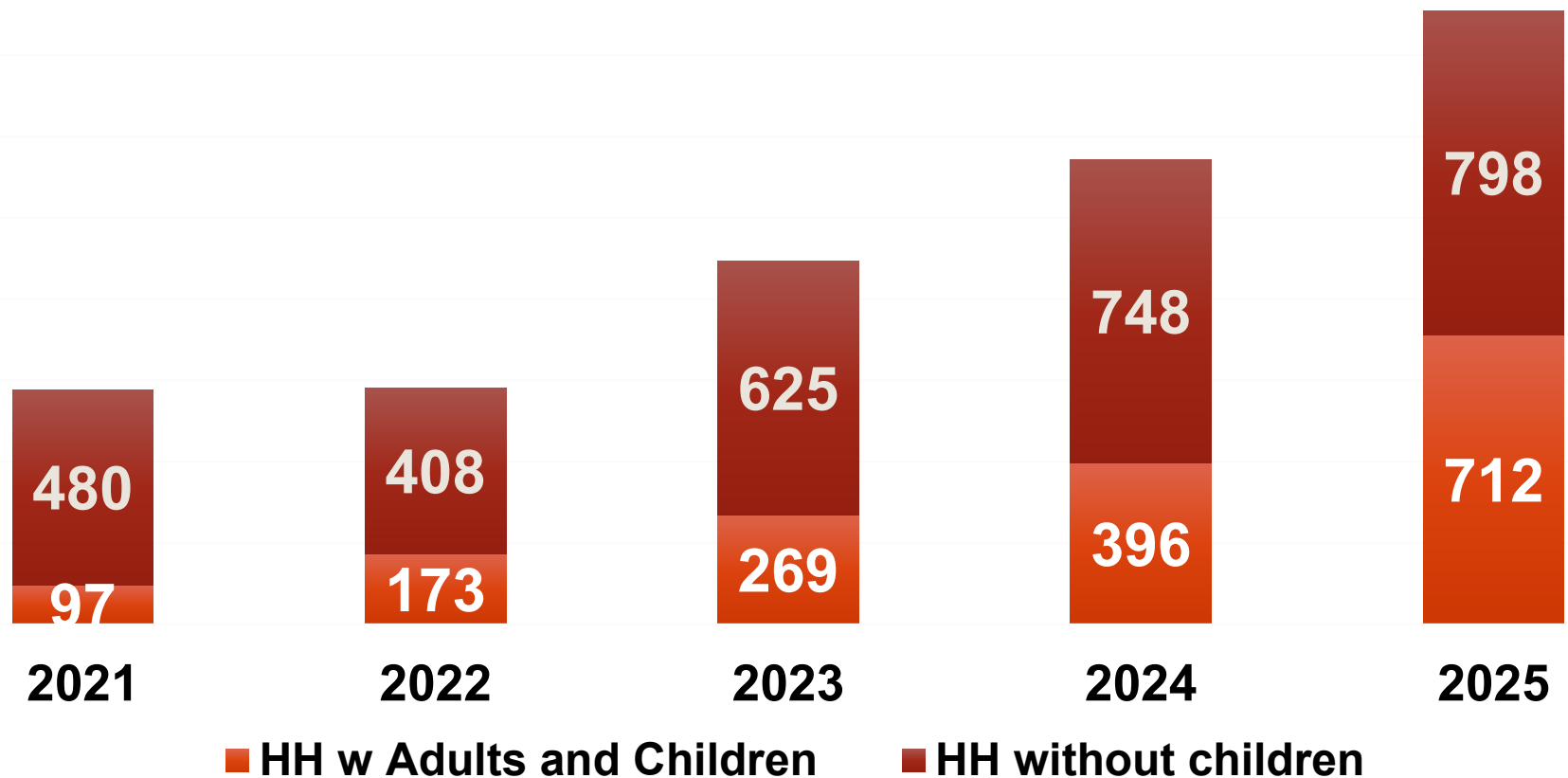


417 Children living in shelters

79 Youth (Age 18-24)
Experiencing Homelessness



Point in time Counts from 2021-2025



**People Experiencing Literal Homelessness in
Montgomery County 2021 - 2025**

Facts About Homelessness in **Montgomery County**



Throughout FY25:

- **3,324** individuals experienced homelessness, with every **1 in 4** of them being a child

On any given day during FY25:

- There were between **900-1500** persons in shelter or places not meant for habitation
- Between **200-400** children were in shelter



The Nadim Khan Memorial Homeless Resource Day

Nadim Khan giving County Executive Isiah Leggett a tour at the first Homeless Resource Day 2011.



Who was Nadim A. Khan?

Nadim was the Chief of Special Needs Housing (now known as Services to End and Prevent Homelessness) from 2007-2016.

- Prior to working with Montgomery County, Nadim was the Chief Operating Officer of the Jewish Foundation for Group Homes. Nadim dedicated his career to helping those in need.
- Since 2011, Nadim was instrumental in spearheading Homeless Resource Day. Taking the event from an idea to the successful collaboration of community, service providers, and government that HRD is today.
- Nadim's advocacy and leadership continues through the efforts of all who volunteer.
- Chief, director, husband, father, musician, photographer, and friend--Nadim was a "True Renaissance Man" who is dearly missed.

Montgomery College and University of Maryland Student Volunteer



What is Homeless Resource Day (HRD)?

HRD is a “one-day, one-stop” event where individuals and families experiencing homelessness can access services, resources and information.

The goal of the day is to provide individuals and families experiencing homelessness the opportunity to:

- access supportive services,
- learn about homelessness prevention and housing options, and
- connect with community providers.

HRD brings people together, fostering a sense of unity and shared purpose within the community. A day of service and networking.

What is Trauma-Informed Care?

Definition: Care that recognizes that the people we serve have experienced difficult or painful events that affect how they think, feel, and act.



**Example of Trauma-Informed Care—
Instead of asking: “What’s wrong with you?”
We explore with the household
the experiences that led to a housing crisis..**

Goal of Trauma-Informed Care

To create safe, respectful, and supportive environments.

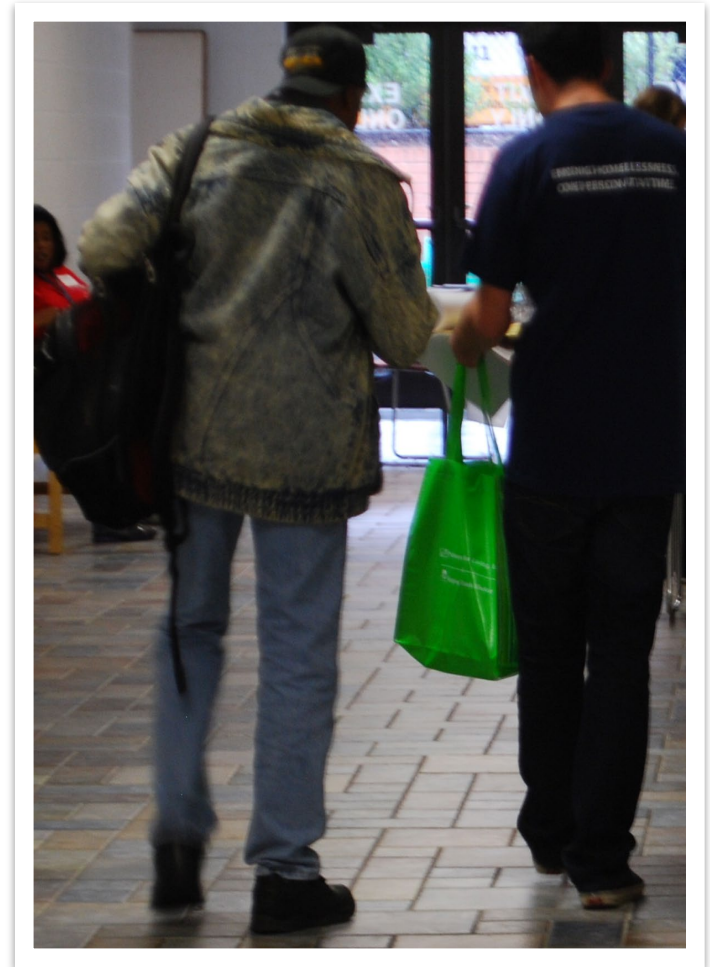
Key Principles

- Trust
- Choice
- Collaboration
- Cultural Sensitivity

**By practicing Trauma-Informed care,
we reduce the chance of
re-traumatizing someone
and help build trust, healing,
and resilience.**

Core Principles of Trauma-Informed Care

- **Safety:** Ensure participants feel safe
- **Trustworthiness:** Be consistent and honest
- **Choice:** Offer options where possible
- **Collaboration:** Work with participants
- **Empowerment:** Focus on strengths



Understanding Trauma in Homelessness

Common experiences

- Violence, displacement, loss
- Impact: Mistrust, Withdrawals, Advocacy for personal needs
- Behaviors are often survival responses, not personal attacks

Managing Triggers and De-escalation

Recognize Triggers: Noise, Crowds, Authority, Touch

De-escalate: Stay Calm, Give Space

Lower Your Voice, Monotone

Offer Choices

Ask for help if you need it! Who is available to help?

- Captains and/or Staff (Captains wear red t-shirts)
- Police Officers (*Plain-clothed Police officers will be present.*)

The Activity Center at Bohrer Park

Two Gyms will be divided into Quads. Service Providers staff tables, and the Quads are designated as follows:

Quad 1 – Health Services

Quad 2 – Income Assistance and Supports

Quad 3 – Financial | Legal Services

Quad 4 – Personal Care | Giveaways

Rear Lobby – Lunch Area for Guests and Adult Coloring Section

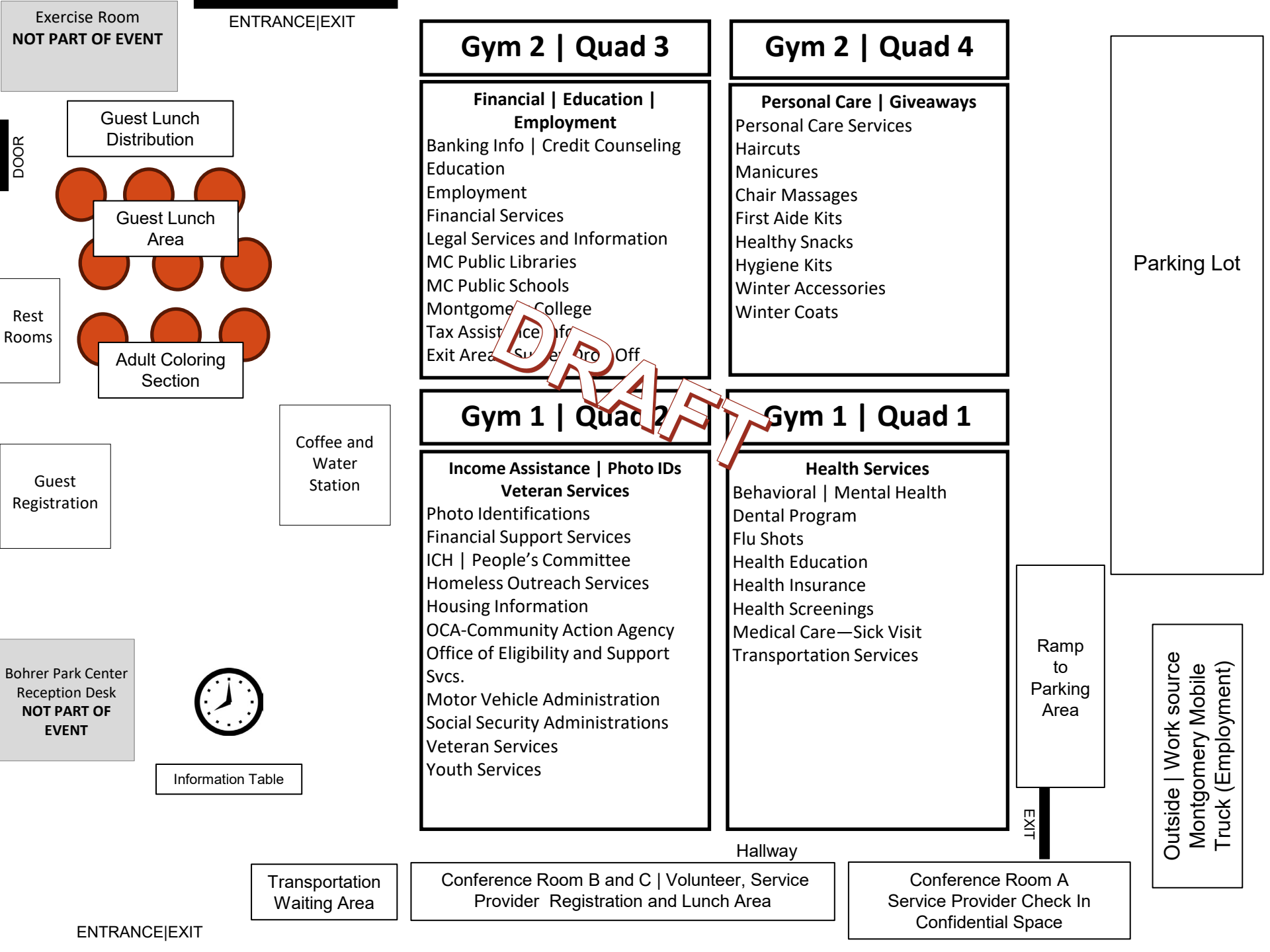
Room A – Service Provider Check-in and Confidential Consultation Area

Room B and C – Volunteer Room

- Check-in
- Coffee and Lunch
- Rest Area for Volunteers

The following maps are DRAFTS to give you a visual of the floor plan that guests and volunteers will be navigating.

FINAL maps of the floor plan will be provided on November 6.



Quad 3

Passport Drop Off and Gifts
and Exit Table Survey
2 Tables

Cell Phone Giveaway
(Tentative)
2 Tables

Quad 4

(E) Gaithersburg High School – Hair and Manicure Section-
5 Tables 40 Chairs

EXIT

Waiting Area
Personal Care
10 Chairs

(E) Hair Section 1

(E) Hair Section 2

(E) Hair Section 3

(E) Hair Section 4

Potomac Massage Training
Ellen Olmstead, Instructor

Winter
Accessories

Winter
Accessories

Winter Coat Racks

**Covenant
Methodist**

**Covenant
Methodist**

(T) Mt. Calvary
Baptist

(T) Mt. Calvary
Baptist

(T) Nat'l Council
of Negro
Women

MC Public
Libraries

MCPS Head
Start

(T) MC
Public
Schools

(T) MC
Public
Schools
College

Career
Catchers

(T) MC MD
Bar Fndn Pro
Bono

MC State's
Attorney

DHHS
Community
Action
Agency

MC Board of
Elections

Hungry 4
Change

DRAFT

Quad 2

(E) MD Motor
Vehicle Admin

(E) Social
Security
Admin

(E) DC VA
MC Veterans
Admin

(T)
Friendship
Inc. Veterans
First

Quad 1

MC Dept of
Transportation

Unassigned

Unassigned

Unassigned

Tree of Hope
Assn.

Unassigned

Unassigned

STEER Peer
Counseling

Unassigned

Unassigned

Pathways of
DC

Unassigned

Unassigned

EveryMind

Holy Cross
Health

Flu Shots

Center of
Behavioral
Health

(D) DHHS
Dental
Program

Mobile Med
Check In

Pepco

(T) Housing
Unlimited

Housing
Initiative
Program

Interfaith
Works

Interfaith
Works

**United
Healthcare**

HOC

HOC

Fathers'
Initiative

Peoples
Cmte ICH

Waiting Area
MVA, SSA,
Eligibility and
Application
Assistance
10 Chairs

(E) Home
Energy

(E) Rental
Assistance

Manna Food

OCA-Action Agency (E, T)

O of Eligibility and Support Svcs

EXIT

Volunteers Roles and Responsibilities



General Information

- **Do NOT** promise any services. Programs require eligibility determination.
- Treat guests with dignity and respect their privacy.
- **Do NOT** give your cell phone number or contact information to any guest.
- **Important: Please do not leave guest in the middle of your guiding them. Stay with the guest until the Exit Table or the Guest Lunch Area**
- If you have any questions or concerns, request help from a Team Captain who will be wearing red t-shirts or a Police officer. *(Plain-clothed Police officers will be present.)*





Self-care for Volunteers

- Take a break, when needed**
- Visit the Volunteer Rest Area**
- Use buddy system**
- Seek Support if overwhelmed**
- Celebrate small connections**



Guides

Guides

Many volunteers at the HRD will serve as Guides. Guides assist guests in navigating the provided services and resources.

If time permits, Guides will be given a tour of the facility and a Service Provider Directory that list vendors and service providers.

Tips for guides:

- Introduce yourself and welcome guests.
- Fill out the Guest Intake Form with input from the guest.
- Note the questions on the top of the form for data gathering and are optional. The guest **does not** need to answer all questions.
- Guide guest from one service to another. Fill out **the Passport** to ensure Guest make the most of the providers who are present.
- **IMPORTANT: Stay with your assigned guest until all services are received.**
- **If needed, assist Guest in completing Exit Survey.**

Guest Intake Form and Statistics

Document below is current draft.



The 2025 Nadim Khan Memorial Homeless Resource Day

Intake & Resource Fair Passport

YOUR INFORMATION

The information you share on this form will not be shared with anyone outside of program participants. It will be used to connect you to the services at or following this event, and to help us understand the needs of event participants overall to plan future events or programs.

Name (optional) _____

What city do you live in or did you last live in? _____

Where did you sleep last night?

☐ Shelter
☐ Outdoors

Name of shelter _____

☐ Hotel
☐ My own

☐ In someone else's home
☐ Other _____

home/apartment

Please describe _____

WHAT SERVICES OR RESOURCES ARE YOU INTERESTED IN?

Check all that apply; a volunteer will help you find their locations.



HOUSING

- ☐ Housing Initiative Program
- ☐ Housing Opportunities Commission (HOC)
- ☐ Housing Unlimited
- ☐ Office of Home Energy Program
- ☐ Rental Assistance Program



HEALTHCARE

- ☐ Dental Program
- ☐ Flu Shot
- ☐ Health Check



PERSONAL CARE

- ☐ Barber/Hair Cut
- ☐ Chair massage
- ☐ Manicure



BENEFITS & SOCIAL SERVICES

- ☐ Social Security Administration
- ☐ MVA
- ☐ Office of Eligibility and Support Services
- ☐ Office of Home Energy Program



LEGAL SERVICES

- ☐ Homeless Criminal Diversion Program
- ☐ Bar Foundation of Montgomery County Pro Bono Program
- ☐ MC State's Attorney's Office



FINANCIAL ASSISTANCE

- ☐ Office of Eligibility & Support Services
- ☐ Rental Assistance Program
- ☐ Office of Home Energy Program



FAMILY SUPPORT

- ☐ Fatherhood Initiative



EMPLOYMENT SUPPORT

- ☐ Career Catchers
- ☐ WorkSource Montgomery Mobile Truck (Parking Lot Outside)



HEALTH INSURANCE

- ☐ DHHS Administrative Care Coordination for Health Choice
- ☐ Maryland Physicians Care
- ☐ Priority Partners United Healthcare



SCHOOLS & EDUCATION

- ☐ MC Public Schools
- ☐ MC Public Libraries



VETERANS' SUPPORT

- ☐ ServingTogether



PEER COUNSELING

- ☐ ICH People's Committee
- ☐ Tree of Hope Association



ELECTION INFORMATION

- ☐ Board of Elections
- ☐ Hungry 4 Change



TRANSPORTATION

- ☐ Department of Transportation



GIVEAWAY AREA

- ☐ -Mt. Calvary Baptist Church
- ☐ National Council of Negro Women

NADIM KHAN MEMORIAL HOMELESS RESOURCE DAY
THURSDAY, NOVEMBER 6, 2025

- Fill out **Guest Intake Form** prior to navigating the Quads.
- The form captures the guest's needs and interests. This will save time and help navigate the resources and services.
- The **Intake Form** also captures important statistics, such as:
 - Number of Street Homeless
 - Number of Guests from Shelters/Motels
 - What city does/did the guests reside?
- Please help guests complete the form as thoroughly as possible. If the guest does not want to give information, that's okay. Capture the services they want to receive.
- Use the HRD Directory to identify which vendors are present and in which quad.

The Passport (back of intake form)

- The purpose of the Passport is to encourage guests to visit service providers' tables
- Each provider will have **Gold Star Stickers** to add to the Passport
- Guest who receive 6 or more stars will receive a gift at the Exit Table.

RESOURCE DAY PASSPORT

VISIT TABLES IN THE SERVICE AREAS BELOW AND GET A GOLD STAR STICKER AT EACH ONE. GET 6 OR MORE AREAS STAMPED AND TURN YOUR PASSPORT IN TO STAFF ON YOUR WAY OUT TO CLAIM YOUR PRIZE!

YOUR NAME: _____



WOULD YOU LIKE FOLLOW-UP INFORMATION ABOUT SERVICES OR RESOURCES YOU SAW TODAY? ☐ Yes, please! (please provide your contact info and needs below) ☐ No, thank you.

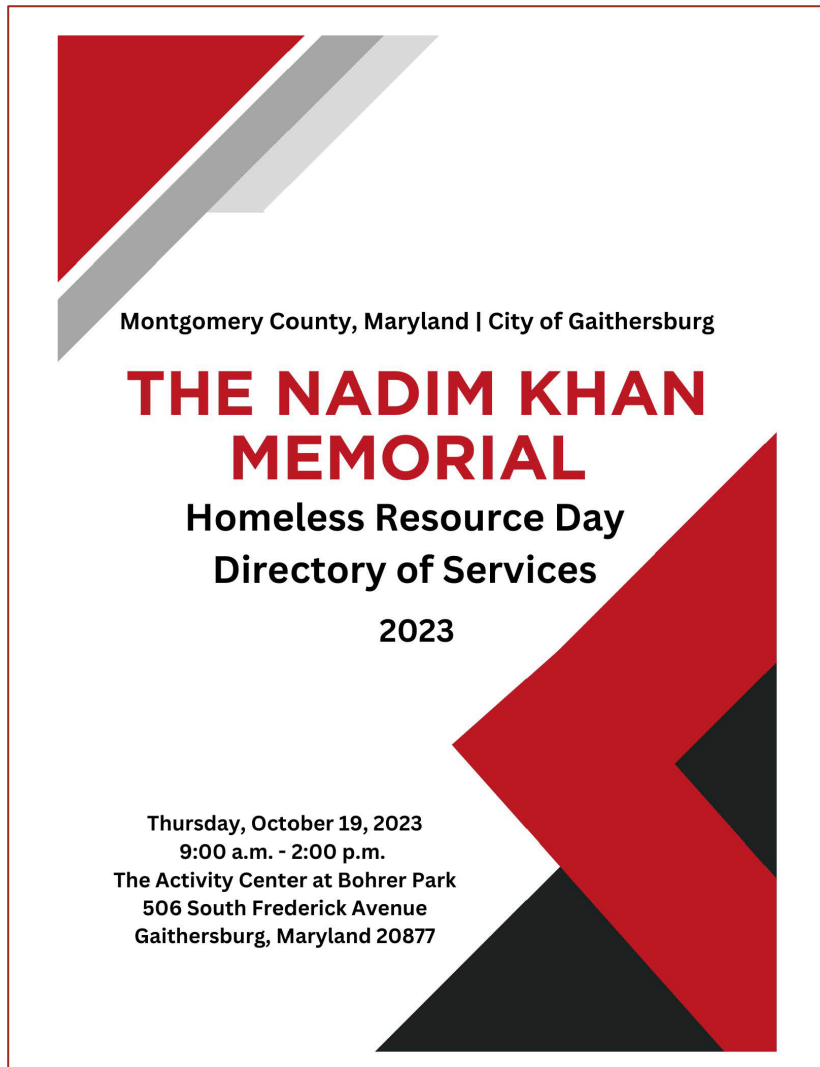
YOUR NAME: _____

YOUR PHONE NUMBER OR EMAIL: _____

WHAT RESOURCES OR SERVICES WOULD YOU LIKE FOLLOW UP ON? _____

NADIM KHAN MEMORIAL HOMELESS RESOURCE DAY
THURSDAY, NOVEMBER 6, 2025

HRD Directory



- The HRD Directory lists service providers, exhibitors and donors.
- The Directory will assist guides and guests in determining:
 - What agencies are present
 - What services and resources are being provided
 - Where are the services (Quad and Tables)

Guest Exit Survey

- The **Guest Exit Survey** is another statistic-gathering tool and helps us learn what were our guests' impressions of the day
- The form is filled out by the Guests at the end of their visit with the help of their Guide
- Both the **Confidential Guest Intake Form** and the **Guest Exit Survey** are collected at the **Exit Table** located in **Quad 4**

Montgomery County, Maryland | City of Gaithersburg
Homeless Resource Day

GUEST EXIT SURVEY
PLEASE TURN IN AT EXIT

1. Did you receive the services and resources that you wanted? ☐ Yes ☐ No

2. What did you like best about the day?
☐ Services ☐ Food ☐ People/Volunteers
☐ Information ☐ Giveaway Items ☐ Transportation
☐ Other _____

3. What did you like least?
☐ Services ☐ Food ☐ People/Volunteers
☐ Information ☐ Giveaway Items ☐ Transportation
☐ Other _____

4. How useful was the information provided?
☐ Extremely useful ☐ Very useful ☐ Moderately useful ☐ Not at all useful

5. What other services would you like to receive?

6. If you could change something about today, what would it be?

7. Comments:

8. Please check the box that describes the type of follow up appointment you have.
☐ Housing ☐ Medical ☐ Benefit (Food stamps, Cash assistance, Insurance)
☐ Employment ☐ Vision ☐ Other _____
☐ Podiatry ☐ Legal _____

9. How did you get here?
☐ Special Event RideOn Bus ☐ *Public Transportation ☐ *MetroAccess
☐ Shelter Van Drop Off ☐ *Dropped off by friend
☐ Drove self ☐ *Walked

10. Other information:
☐ Veteran ☐ Male ☐ Female Age: _____ Race: _____

Registration Tables



Registration Tables

Information Desk

Guests

- Greet guests
- Match guests and guides
- Provide Intake Form, lunch tickets, and Guest Survey

Volunteers

- Volunteer check-in, T-shirts, and name tags
- Inform volunteers of assignments
- Tour volunteers to orient them to the facility

Service Providers

- Service provider check-in
- Assist providers with their materials
- **Direct providers to their assigned quads and tables**

Passport and Exit

- Collect Intake Form and Passport
- Distribute gifts to guests who received 6 passport stickers
- Assists guests with Exit Survey
- Provide follow up information and materials



Greeters | Runners | Quad Assistants

Greeters

Greeters will be stationed at various locations around the building, especially at key entry points.

What is the role of a greeter?

- Assigned to help Service Providers unload materials
- Assigned to assist guests connect with transportation
- Other duties as needed

Quad Assistants, Meal Monitors, and Runners

Quad Assistants help with line control for hair cuts and screening areas.

Meal Monitors help with breakfast and lunch distributors.

Some volunteers may be assigned to be **runners** to help retrieve information, lunches for service providers and other duties.





Captains

Captains

Who are they?

- Members of the DHHS staff
- Members of the Planning Committee
- Homeless Services provider Staff
- Those who have volunteered in the past and have HRD experience

What is the role of the Captains?

- Answer questions
- Organize the quad or section
- Lead the volunteers in the quad or section
- To help and provide guidance
- If you see or experience a safety issue, contact a Captain wearing a **Red T-Shirt**

NOTE: Plain-clothed Police Officers will be on site at all times.





Service Providers

What services will be provided? Not a complete list



- Benefits Information (Social Security Admin., Food Stamps, Cash and Medical Assistance)
- Medical Care (Flu shots)
- Behavioral Health information
- Housing Information (Renter's Alliance)
- Homeless Preventions (Rental Assistance, Office of Home Energy)
- Veteran services
- Legal Information
- Non-driver's identification (MVA)
- Personal care (Haircuts and manicures)
- Giveaways (Winter Coats and accessories)



Safety Tips

Volunteers Do's and Don'ts

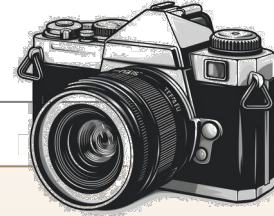
Dos

- Greet guests with a smile and enthusiasm
- Use calm, steady voice tone
- Ask permission and respect privacy
- Keep plenty of “personal space” between you and others
- Be aware of body language – yours and others.
- Ask for help if you need it! Who is available to help?
 - The Captains (red t-shirts)
 - Police Officers (*Plain-clothed Police officers will be present.*)

Don'ts

- Argue or lecture
- Raise your voice
- Ask invasive questions
- Assume needs
- Promise any services. Remember-eligibility requirements for services must be met
- Give your cell phone number or contact information to any guest
- Agree to assist anyone after the event

Liability-Confidentiality-Photos

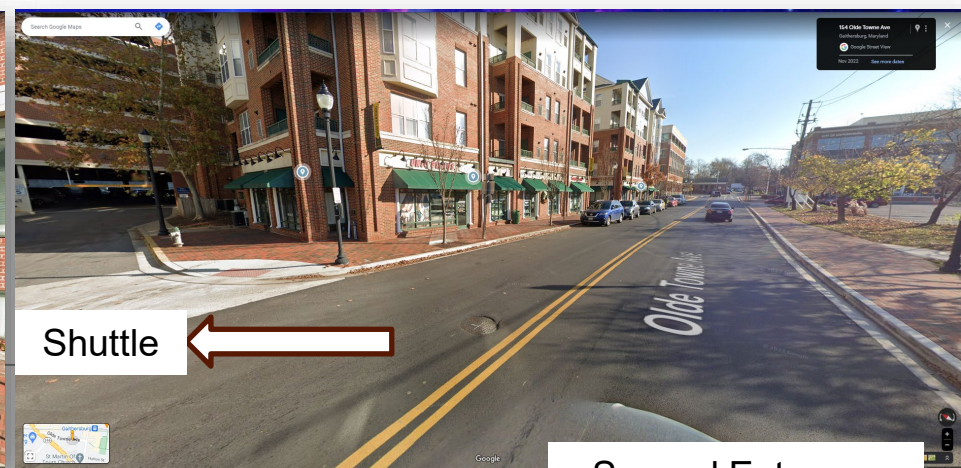
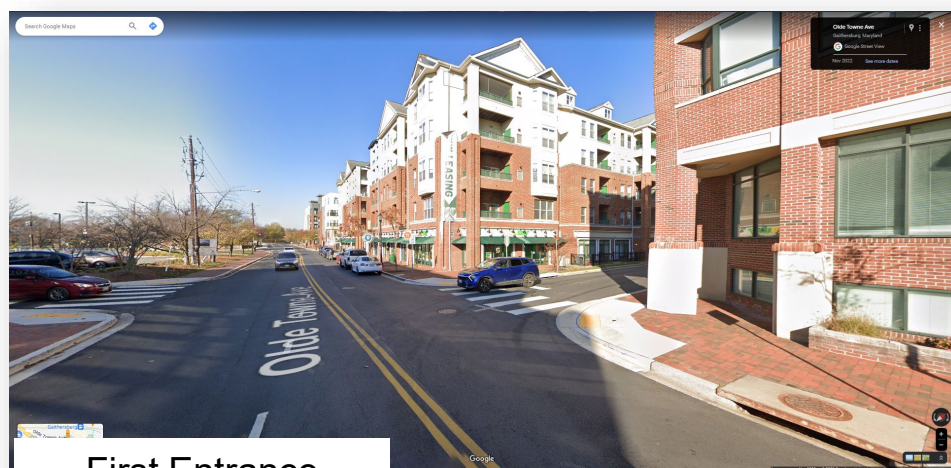


To volunteer at the Nadim Khan Memorial Homeless Resource Day, volunteers are required to read and sign a Volunteer Liability Confidentiality Agreement.

Department of Health and Human Resources
Employees are exempt from signing the agreement.

Pictures and videos will be taken at Homeless Resource Day and may be used in future event advertisements, trainings, website, etc.

If you prefer not to be videotaped and or photographed, please note on the Volunteer Liability Agreement.



Where should I Park? PARKING INSTRUCTIONS

Park at the Gaithersburg Parking Garage at
112 Old Towne Avenue, Gaithersburg MD 20877

- Shuttle vans will be provided (beginning at 8:30a) to transport you to the Activity Center at Bohrer Park at 506 South Frederick Avenue, Gaithersburg.
- One of the shuttle van drivers is NEED DRIVER NAME. If your wait seems too long, please contact NEED Contact Person and number for assistance.
- Shuttle will run on average every 30 minutes to return you to the parking garage at the end of your shift.

What should I wear?



**Wear comfortable clothing
and comfortable shoes.**



- **Arrange for placement of all valuables including purses, totes, backpacks off site.**
- **We do not have a secure place to keep valuables.**
- **We encourage you to use fanny or waist bags to carry essential items.**



Food Options

Guest, Volunteers and Service Providers will receive a Subway Lunch Ticket

- Coffee and pastries will be available from Corner Bakery
- Bagged lunches will be provided by Subway
 - Veggie Delight Sandwich is the vegetarian option for lunch

Additional Training Opportunities



The following will be an opportunities to ask questions and to talk to Volunteer Leaders (Captains) that are available to assist you.

- One Virtual Trainings (via Zoom) are scheduled **Tuesday, October 28 | 6:00-7:30p.**
Meeting ID: 825 5541 0537
Passcode: 045922
- One In-person Training is scheduled **Wednesday, October 29 | 6:00-7:30p**
MCDHHS-Administrative Office, 401 Hungerford Drive, 1st Floor Conference Rooms, Rockville 20850

On Thursday, November 6, Volunteers will receive a tour of the facility prior to starting their assignments. Captains in **Red T-Shirts** are available to assist.

The week of November 3 you will receive an email with the following information:

- Your volunteer assignment and report time
- Final updates and information.

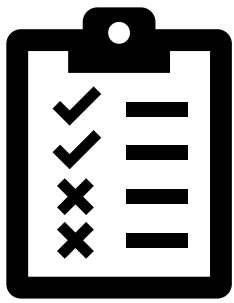
THANK YOU TO OUR SPONSORS !



Learn more about homelessness and other volunteer opportunities

This HRD Training PowerPoint provides general information about homelessness and services provided in Montgomery County. To learn more about the issue of homelessness, we recommend the following websites:

- Montgomery County, MD, Services to End and Prevent Homelessness
www.montgomerycountymd.gov/homelessness
- National Alliance to End Homelessness
<http://www.naeh.org>
- National Coalition for the Homeless
<http://www.nationalhomeless.org/>
- Other volunteer opportunities
<http://www.montgomerycountymd.gov/volunteercenter/>



Test your knowledge

By completing the survey below, you verify you have taken the HRD training.

The Liability/Confidentiality/Photo agreement will be forwarded to you after you submit your survey.

**Click Link or use QR Code for the
2025 Homeless Resource Day Survey**

