**Outreach Program Model**

**To connect all people experiencing homelessness who are unsheltered to housing and services.**

<table>
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<tr>
<th>Program Description</th>
<th>Essential Program Elements</th>
<th>Time Frame</th>
<th>Population</th>
<th>Desired/expected outcomes</th>
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| An ongoing coordinated outreach effort to connect and reconnect those people who are unsheltered with housing and services through the Coordinated Entry system and community resources. Through consistent engagement and following a low barrier housing first approach, everyone, regardless of their location, will have access to housing resources. | • Engagement  
- Initial contact with clients who are unsheltered  
- Relationship/trust building  
- Meet client where they are instead of client coming to designated location  
- Repeat contact in same geographic location  
• Assessment/enrollment  
- Coordinated Entry enrollment/assessment  
- Non-assessed priority list (NAPL) submission  
- Client enrolled in outreach project  
- Client enrolled in Coordinated Entry project  
• Navigation  
- Document gathering  
- Housing referral follow-up  
- Optional behavioral health connection  
- Income connection  
- Service updates will be entered into ClientTrack  
- “Hot hand off” to supportive housing case manager | • On-going and consistent  
• No contact for 90 days - must discharged from Coordinated Entry | • Households that are unsheltered  
Navigation Priority Population:  
• Households that are unsheltered  
• Households that primarily stay outside  
• Households that are the most vulnerable on our Housing Queue (12+)  
• Households assigned by the CoC/Navigation WG  
• Anyone on the non-assessed priority list | • 95% of Unsheltered households engaged that are not assessed will be assessed  
• 80% of Assigned navigation households will be assisted to become completed document ready (ID, BC, HUD McKinney)  
• 90% of assigned navigation households that move-in will receive “hot hand off” (direct meeting between household, outreach, and housing case manager) |