

Outreach Program Model

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

Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
<p>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 utilizing harm reduction practices, everyone, regardless of their location, will have access to housing resources.</p>	<ul style="list-style-type: none"> • <u>Engagement</u> • Initial contact with clients who are unsheltered • Assess for immediate crisis needs & make linkages to services (Safety, MH, DV, Medical, food, etc.) • Relationship/trust building • Meet client where they are instead of client coming to designated location • Repeat contact in same geographic location while rapport is being built • <u>Assessment/enrollment</u> • Coordinated Entry enrollment/assessment • Non-assessed priority list (NAPL) submission • Client enrolled in Outreach project with regular services and case notes • <u>Planning and coordination</u> • Location scouting of areas where persons experiencing homelessness reside • Mapping/geo mapping of unsheltered locations • Operate as 1 CoC outreach team to ensure all city geography is covered • Linkage to housing resource or navigation • Assess and refer unsheltered households to Diversion where applicable • Provide resource linkage for housing resources outside of CE • Warm hand off to navigation services for identified subpopulations (youth, chronic, veteran, family) • Case Managers will have a caseload of 20 clients (+/- 5) at all times 	<ul style="list-style-type: none"> • On-going and consistent • Weekly touch points in areas identified • No activity within 90 days with Outreach – must be exited from Outreach • No services across system for 90 days - must be exited from Coordinated Entry 	<ul style="list-style-type: none"> • Households that are unsheltered • Households that reside in unsheltered encampments 	<ul style="list-style-type: none"> • 60% of households engaged will be enrolled in an outreach project • 95% of Unsheltered households enrolled in Outreach will be enrolled in Coordinated Entry within <u>30 days of Outreach Enrollment</u> • 95% of unsheltered households enrolled in outreach project will complete individual service plan with client specific goals within 30 days of project enrollment and upload in HMIS • 90% of households enrolled in outreach who are members of a subpopulation of unsheltered households (youth, chronic, veteran, family) will receive linkages to services • 30% of individuals in outreach will complete a satisfaction survey after 90 days of enrollment and upon exit to a discharged destination • 80% of clients who filled out a client satisfaction survey report scores of 4 or better on survey

