

Outreach Program Models

General Outreach

Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
<p>General Outreach is the geographically targeted engagement of unsheltered individuals and households who generally stay alone or in groups fewer than 3 people. The primary focus of General Outreach is to engage people in the crisis homeless response system for the purpose of connecting them to services and housing.</p>	<p><u>Engagement</u></p> <ul style="list-style-type: none"> • Relationship, trust, and rapport building • Client location <p><u>Assessment</u></p> <ul style="list-style-type: none"> • CAS enrollment/assessment <p><u>Service Coordination</u></p> <ul style="list-style-type: none"> • Referrals to services • Referrals to shelter • Connection to population specific systems; VA, Youth, etc. • Connection to system specific liaisons; MH, Healthcare, DV, Sex Trafficking <p><u>Basic Needs Service Provision</u></p> <ul style="list-style-type: none"> • Provide food and water • Provide access to clothing and living materials • Provide access to health and hygiene items • Income connection (if appropriate) <p><u>Pre-Navigation</u></p> <ul style="list-style-type: none"> • Document collection • Uploading documents • “Hot hand off” to supportive housing case manager <p><u>Data Entry/Reporting</u></p> <ul style="list-style-type: none"> • Client enrollments • Client services 	<ul style="list-style-type: none"> • On-going and consistent • No contact for 90 days-exit from program enrollment • Exit from program within 48 hours of move-in date 	<ul style="list-style-type: none"> • Individuals and households that are unsheltered 	<ul style="list-style-type: none"> • 95% of unsheltered clients encountered have a CAS enrollment • 90% of unsheltered clients encountered have a CAS assessment (including documentation)

Encampment Outreach

Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
<p>Encampment Decommissioning is an intentional, structured effort where outreach staff offer and navigate individuals and households in established encampments of 3 or more people, to safe and dignified temporary and permanent housing solutions prior to permanently closing an encampment area.</p>	<p><u>Engagement</u></p> <ul style="list-style-type: none"> • Relationship, trust, and rapport building • Client location <p><u>Assessment</u></p> <ul style="list-style-type: none"> • CAS enrollment/assessment <p><u>Service Coordination</u></p> <ul style="list-style-type: none"> • Referrals to services • Referrals to shelter • Connection to population specific systems; VA, Youth, etc. • Connection to system specific liaisons; MH, Healthcare, DV, Sex Trafficking <p><u>Basic Needs Service Provision</u></p> <ul style="list-style-type: none"> • Provide food and water • Provide access to clothing and living materials • Provide access to health and hygiene items • Income connection (if appropriate) <p><u>Housing Navigation</u></p> <ul style="list-style-type: none"> • Document collection • Uploading documents • PHA process support (if applicable) • Client transport • Behavioral health connection for documents (if appropriate) • Warm hand off to supportive housing case manager <p><u>Data Entry/Reporting</u></p> <ul style="list-style-type: none"> • Client enrollments • Client services 	<ul style="list-style-type: none"> • Initial client engagement is on the designated encampment start date • Exit from program within 48 hours of move-in date 	<ul style="list-style-type: none"> • Individuals and households that are unsheltered • Individuals and households (as defined by client) in targeted encampments 	<ul style="list-style-type: none"> • 95% of clients engaged in designated encampment site without a CAS enrollment get a CAS enrollment and are doc ready. • 85% of all designated By Name List clients get housed.