Components of an Effective Outreach System (Session 2)

September 30, 2020
House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- This webinar is being recorded and we will send out the link to everyone who registered at a later date.
Speakers

Carl Asikainen
Youth Systems Coordinator
Connecticut Coalition to End Homelessness

David Gonzalez Rice
Senior Program Manager
Connecticut Coalition to End Homelessness
Agenda

Designing a Strong Outreach System
Multidisciplinary Team Approach
School Connections
Coordinated Outreach Tools and Processes
Outreach Plans
Designing a Strong Outreach System

David Gonzalez Rice, PhD
Senior Program Manager
CT Coalition to End Homelessness
RECAP: Outreach Functions

• Identifying who is out there
• Mobile CAN Appointment
• Verification of Homelessness
• Crisis/Community Response
• Assertive Engagement
• Case Management / Services Coordination
Outreach as Coordinated Access

Outreach should be able to access everything a CAN appointment can do:
- Diversion or problem-solving
- Shelter prioritization
- HMIS record

Every CAN process should be available through mobile “outreach”:
- By Name List assessment
- Short-term financial assistance
- Housing Location
Services Components

For each, consider:
- Within Outreach or available via Outreach?
- Scale, Scope, Target Population
- Reconfigure, Repurpose, Redeploy
<table>
<thead>
<tr>
<th>Multidisciplinary Team – Example 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAN Navigator or Diversion Specialist</td>
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<tr>
<td>PATH Outreach Worker</td>
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<tr>
<td>Community HealthCtr APRN</td>
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<td>City Human Services LCSW</td>
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<tr>
<td>Meal Center Downtown</td>
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<tr>
<td>Peer Outreach</td>
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<tr>
<td>Church Food Pantry</td>
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**Table:**
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- **PATH Outreach Worker**
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- **Peer Outreach**
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## Multidisciplinary Team – Example 2

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Identification</th>
<th>Mobile CAN Appointment</th>
<th>Verification</th>
<th>Community Response</th>
<th>Assertive Engagement</th>
<th>Case Management</th>
<th>Clinical Care</th>
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</table>
School Detail

Carl Asikainen
Youth Systems Coordinator
CT Coalition to End Homelessness
School Connection to HMIS/CAN

Social Work
Guidance
Registrar
Student Attendance Teams
McKinney Vento
Food Service
Admin/BOE
Bus Driver
Motivational Officer

YETI/CAN
Outreach
Diversion
Rapid Exit
Rapid Re-Housing

Consider the scope and intent of the document from New Mexico Public Schools
CAN Connection to Schools

- Yeti/CAN housing placement
- Outreach via community provider and PATH/HOT
- Shelter staff
- Broader service provider level YSBs, YWCAs, Parks and Rec

*View sample template here*
Coordinated Outreach Tools and Processes
Organizing the Work

Queue of all Reported Homelessness

Coordinated Outreach Roster

Shelter Priority List

Encampment Roster

Program Caseload

Prioritized List for Housing
Sample Outreach Request Portal – LAHOP

WANT TO MAKE AN OUTREACH REQUEST? PLEASE CHECK OUT FIRST

LA-HOP is designed to assist people experiencing homelessness in Los Angeles County with outreach services. We’ll use this information to dispatch a homeless services outreach team to the area.

For medical or mental health emergencies, please call 911.

For crime or illegal activity, please contact your local law enforcement agency.

For services like bulky item pickup, illegal dumping or graffiti removal, please contact your municipality.
Sample Outreach Request Portal - Detroit

**Homeless Outreach Request**

This report will ensure anyone that needs connection to the homelessness response system is assessed for needs and connected to resources. In order to determine the appropriate outreach needed, we would like to understand what you observed, the location, and when it took place.

We may need to contact you for more details, so please leave an email or phone number where you can be reached. An outreach team will be sent to assess for any needs. A health and safety assessment may also be conducted if necessary to ensure the health and safety of those experiencing unsheltered homelessness.

Thank you for your information!

First Name

Last Name

Agency (or department if City of Detroit Employee)  
Indicate private resident if you are not reporting as an agency.

Email

Phone number

Observations

Please provide information of what you observed.

If you observed someone you suspect is experiencing homelessness, please describe what you observed:

This can include structures (e.g. tents or man-made structures), pets, description of person/people, etc. A detailed description of the individual(s) will help us to connect with the right person.

End Homelessness
## Sample Reports / Working Lists

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
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<td>First</td>
<td>Last</td>
<td>Pseudonym</td>
<td>Dup ID</td>
<td>Site</td>
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- Sample Reports
- Working Lists

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</thead>
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<tr>
<td>Shelter Accepted</td>
<td>Added to Waitlist</td>
<td>Client ID</td>
<td>Physical Description</td>
<td>Preferred Language</td>
<td>current sleeping location</td>
<td>If staying in car, vehicle info</td>
<td>Navigator/Outreach</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Use HMIS data elements

Keep Outreach Clients **Visible** to DOH and CAN partners:

- BNL Status: “known to be unsheltered”
- SSO – Outreach projects
- HUD 2020 data standards: Current Living Situation
Outreach Plans
What goes in an Outreach Plan?

• A community assessment that:
  • Identifies partners and assigns roles
  • Sets priorities according to shared goals
  • Addresses geographic coverage and gaps
  • Inventories local resources, opportunities, gaps, and needs

USICH tools for encampments:

CT PATH Outreach Plan:
Outreach Resources

USICH Tools for Homelessness among People in Encampments

CT PATH Outreach Plan

CT BOS Trainings by Housing Innovations

CCEH Resource Library

Defining Functions of Outreach

Statewide Response to Unsheltered Homelessness - Goals and Strategies

Multidisciplinary Outreach Team Roles and Functions
Questions?

Type in questions below

For any additional questions please email: webinar@cceh.org