

Program Requirements – Outreach

Outreach Programs funded through this RFA will target persons who are unsheltered, and under that umbrella, focus on people who are Chronically Homeless.

Performance measures used for Outreach programs funded through this RFA will be: 1) average length of time from identification of homelessness until housing match (lower amount of time is better); 2) number of exits from living outdoors to permanent housing (higher placement rates is better).

Outreach programs funded under this RFA must:

1. Promote Dignity and Respect

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Practice cultural awareness and provide appropriate accommodations for program participants across demographic differences.
- d. Serve individuals in a trauma informed manner, providing choice, transparency, a clear explanation of role, flexibility and accommodation, whenever possible.

2. Adopt a Housing First Approach and maintain a Housing Focus

- a. The primary purpose of outreach is to assist people with high needs who are living on the street in reducing housing barriers and accessing permanent housing options as quickly as possible.
- b. Maintain a client case load of no more than 25 individuals per outreach staff member.
- c. Have minimal expectations or requirements of people seeking assistance. Utilize a motivational interviewing approach to progress client progress.
- d. Work in close coordination and partnership with the Housing Solutions Center, Coordinated Entry to ensure the standardization of housing assessment and referrals, improve targeting, more quickly connect people to appropriate and tailored housing and services, and collectively prioritize housing for individuals with the highest need.
- e. When an outreach client is housed, staff will work in concert with housing program staff to stabilize individual for the first two months.

- f. Use data routinely to regularly detect trends, monitor housing success and other performance measures.
- g. Be staffed by employees that are suitably trained to effectively utilize HMIS and provide Motivational Interviewing, Assertive Engagement, Housing Assessments, By-Name-List management, Diversion, Trauma informed, Housing-focused services to a population with high barriers to housing. Staff should also provide great customer service and ensure the program offers services in a culturally aware and appropriate manner to each person based on their background and needs.
- h. Actively participate in the local Continuum of Care.