

Miami-Dade County CoC Street Outreach Plan

Each SO Program must establish an Outreach Plan that covers their entire CoC assigned geographical area. Outreach Plans must be submitted to the Homeless Trust for review to ensure compliance with SO Standards of Care and the SO Field Manual. The Outreach Plan must detail policies, procedures or methods required below.

Name of Street Outreach Agency:

Coverage Area:

Target Population if Specialized SO Team:

Specialized Services (if applicable):

A. Engagement Coverage:

PIT Count Geo-Data Based Outreach.

Requirement: Plan must describe the use of the most recent PIT Count geo-data to organize SO outreach efforts. The Plan, however, must ensure that there is no gaps in canvassing efforts for the SO Program's assigned coverage area. While the PIT geo-data will direct SO efforts toward larger encampments or concentrations of unsheltered persons, the Plan must also include regularly scheduled engagement efforts to smaller encampments or concentrations throughout the assigned geographic area.

Strategy and Frequency of Engaging Most Vulnerable.

Requirement: The strategy must include identifying persons most vulnerable during the annual PIT count (e.g., unsheltered families with children, youth, elderly and medically fragile) and ensure follow-up engagement. The Plan must establish the frequency of engaging the most vulnerable clients, prioritizing engagement of those who have declined services and seem particularly unwell and/or vulnerable.

Outreach Team Composition.

Requirement: Outreach team members must include persons with lived experience of homelessness, and inclusion of or partnership with entities who can provide specific expertise (i.e. behavioral or medical care expertise; foster care youth).

Canvassing Schedule.

Requirement: Weekly staffing schedules showing outreach activities throughout the coverage area, based on geo-coded PIT data, known areas of congregation and encampments, including smaller concentrations and encampments throughout the coverage area. Schedules must include SO efforts happening during early morning and evening hours, when participants are most likely to be present at their sleeping locations. Schedules must also show staffing hours for coordination with Specialized Outreach, Access Partners and Helpline/Trust-requested response as well as scheduled By-Name Case Conferencing and meetings with CoC, other Outreach Programs or community partners. Schedules must account for frequency of engagement and follow-up required in the SoC Standards of Care.

[Schedules may attached]

❑ Referrals to Specialized SO Teams and Crisis Teams.

Requirement: Processes for coordination and referral to Specialized SO Teams and crisis teams.

❑ Referral and Coordination with Access Partners

Requirement: Referral, coordination and regular check-ins with access partners (i.e. Camillus Health Concern, Educate Tomorrow, Pridelines, the Library, needle exchanges, police departments, PATH, DDA funded Lotus SO, and other municipal departments) and timeframe for response.

❑ Helpline Response.

Requirement: Expected volume of helpline referrals and outreach response approach and timeframe.

❑ Public Communications.

Requirement: Method of providing information to the public about the CoC and helpline and how to report concerns regarding an unsheltered person.

❑ Prioritizing Responses.

Requirement: Protocols for prioritizing response to public concerns, as resources allow and circumstances warrant, e.g., front line staff following up on calls about a person who appears to be experiencing unsheltered homelessness.

B. Universal Data, VISPDAT Assessment and Client Records

❑ Universal Data Collection

Requirement: Approach to: (a) Universal Data collection, (b) conducting Assessment, (c) conducting HMIS Mainstream Benefits Assessment, (d) keeping HMIS client case notes and (d) HMIS entry (engagement, referrals and placement, and SO exits), including timeliness standard and review of data quality.

❑ HMIS Documentation of SO provided to each unsheltered person:

Requirement: The Plan must cover the manner in which the SO Project maintains case records in HMIS and uploads other written materials for each unsheltered person onto HMIS, that demonstrate SO activities are taking place, including evidence of the following:

- Obtaining a signed Release of Information (ROI)
- Concrete plan for engagement, assessment, placement and other assistance required as quickly as possible.
- Consistent attempts to locate and engage all unsheltered persons in the SO Program's coverage area, including those who have been assessed and those for whom assessment has not yet been made.
- Ongoing efforts to collect Universal Data Elements and VI-SPDAT Assessment.
- SO assistance with document readiness.
- SO assistance with income (mainstream benefits assessment, application or reinstatement and/or job programs).
- Housing referral and communications with Housing Coordinator.
- Outreach service provision is in accordance with SO's plan for an unsheltered individual.
- Connection to services to address health, mental health, addiction, educational, and vocational needs and assisted to use community resources (e.g., schools, libraries, houses of worship, grocery stores, laundromats, parks, etc).
- Efforts in assisting the unsheltered individual in identifying housing goals and developing housing plan.

C. SO Client Services

Engagement Techniques

Requirement: Engagement techniques that build trust between SO staff and unsheltered persons and motivation for change consistent with Street Outreach Standards of Care principles and practices.

Prioritizing Barriers to Housing.

Requirement: Practices that prioritize resolving the issues that are most likely to prevent participants from quickly obtaining permanent housing.

Document-Ready and Employment Access.

Requirement: Protocols by which to assist clients to: (a) become “document ready”; (b) apply for or reinstate benefits; and/or (c) access job programs and employment, including identifying and assisting the client in overcoming barriers to maintaining employment.

Housing-Focused Case Management.

Requirement: Protocols for housing-focused case management services to those who have been prioritized for housing.

Housing Stability Plan.

Requirement: Protocols for assisting unsheltered clients in developing a Housing Plan (identifying personal and housing goals).

Linkages to Community Resources

Requirement: Protocol for referral and coordination with community resources.

D. Client and Staff Safety

Protocols for everyday client and staff safety and for training, including de-escalation.

Encampment Clean-Up and Closure Protocols

Requirement: Local officials must coordinate encampment clean-ups and closures with the Homeless Trust and Outreach Provider assigned to coverage area. Outreach Program must have coordination and staffing protocols for encampment clean-ups and closures.

☐ Inclement Weather Response

Requirement: Protocols for inclement weather response (e.g. cold weather, tropical storms, hurricanes, excessive heat), consistent with the CoC's Inclement Weather Policy and Procedures.

☐ Disaster Plan/Contingency of Operations Plan (COOP)

Requirement: COOP must be submitted separately to the Homeless Trust on an annual basis.

E. Housing Targets

☐ Monthly and annual performance targets for housing placement and other key outcomes.

Requirement: SO Programs are accountable to meet measurable outreach and housing placement outcomes.

☐ Tracking Progress.

Requirement: Method to track progress on outcomes, using the data to inform ongoing programmatic quality improvements.

F. Quality Assurance and Improvement

☐ Assessing Quality and Effectiveness of Service Delivery

Requirement: Methods by which to assess quality and effectiveness delivery of SO service delivery.

☐ Data Quality.

Requirement: Protocols to ensure data quality.

☐ Annual Client Surveys

Requirement: Method of conducting an annual client survey, reviewing client survey results and taking action accordingly.

☐ Staff Training

Requirement: Description of required trainings for each staff position, training schedules and trainers.