## **OUTREACH FLOW CHART**

Initial encounter; Start to build rapport; Add and/or update information in HMIS; Document client needs; Share resources' Housing Problem Solving



Continue to establish relationship; Enroll in outreach project; Assign as case manager. Continue updating in HMIS with case notes while the person is unhoused



Enroll into Coordinated Entry;
Continue meeting with the
person until housed, enter
shelter, or 90 days of no
contact'
Add to Priority List if unable to
divert and literally homeless



If client is referred to RRH or PSH and is unsheltered, continue working with client and assisting case manager



Continue updating HMIS regarding the persons situation and needs;
Attend Housing Solutions meeting to discuss the client needs and provide any information outside of HMIS



Continue meeting with client to assist with resources, gathering housing documents and searching for housing (rental, friends, family, etc.);
Continue problem solving conversations



Exit client from outreach project if housed, enter shelter or no contact after 90 days



"Street outreach is planned, strategic, and organized. It is not an activity of driving or walking around aimlessly happening upon homeless persons by chance. In a coordinated entry system, street outreach should know exactly which people they aim to connect with daily, for what purpose, and with a strong housing orientation. Three quarters or more of every shift should be spent with existing contacts and moving the housing process forward. Only about a quarter should be spent with new contacts. Everyone on the priority list is known by name, acuity level, and location of where most commonly located."

What Makes Good Street Outreach in the Era of Coordinated Entry? By Iain De Jong