Homeless Leadership Coalition

Central Oregon (OR-503)

Street Outreach Services Policies and Procedures

Activity Objectives:

- To reduce the number of unsheltered homeless persons on the street

- To provide unsheltered individuals with essential services to address their immediate needs including but not limited to engagement, case management, emergency health and mental health services and transportation. These services will be provided on the streets, parks, abandoned buildings, bus stations, campgrounds and such settings were unsheltered persons are staying.

Individual and Family (Client) eligibly:

- Literally Homeless: OR

- Fleeing/Attempting to Flee Domestic Violence (where the individual or family also meets the criteria of Literally Homeless) AND

- Must be living on the streets (or other places not meant for human habitation) and be unwilling or unable to access services in emergency shelter

Documentation of eligibility:

- Income verification meeting HUD requirements AND

- Evidence of homelessness (in order of priority)

    - (a) Third party documentation, OR

    - (b) Case Worker written observation, OR

    - (c) Certification form signed by the person seeking assistance

Policy and Procedures for Where and How Clients Will Be Served

POLICY: The Street Outreach program will actively engage the unsheltered homeless population for the purposes of providing immediate support, interventions and connections with homeless assistance programs and/or mainstream social services and housing programs where the unsheltered homeless population is located.

PROCEDURES:

1. Weekly visits to encampments, congregate sites, parks, and other locations where individuals experiencing homelessness may reside

2. Participate in and/or lead the unsheltered PIT count

3. Build rapport with individuals experiencing homelessness to best support them

4. Create a safe presence, initiating non-threatening conversation

5. Record and collect minimum data and assess needs

Policies and Procedures for Targeting and Providing Essential Services

POLICY: Providers of Street Outreach services shall target unsheltered homeless individuals and families as defined above.

PROCEDURES:

1. An initial need and eligibility assessment will be offered and those qualifying will be provided the following as needed: engagement, case management, emergency health and mental health referrals, transportation, documentation, or other appropriate services specific to their needs.

2. When appropriate and based on the individual's needs and wishes, the provision of or referral to rapid rehousing services that can quickly assist the client to obtain safe, permanent housing shall be prioritized over the provision of or referral to emergency shelter or transitional housing.

Policy and Procedures for Coordination of Mainstream Benefits/Coordinated Assessment

POLICY: Coordination among emergency shelter service providers, essential service providers, houseless prevention and rapid rehousing assistance providers and mainstream service providers is a requirement of any service provider receiving funding from or passed through the outreach committee originations to ensure minimum client disruption and maximum client service.

Connections with other resources consist of assisting each client to obtain if applicable:

- Permanent housing
- Medical health treatment
- Behavioral health services
- Veteran's Benefits
- Counseling
- Supervision

- Other services needed for independent living
- Medicaid/Medicare
- Food stability programs:
    - o Supplemental Nutrition Assistance Program
    - o Women Infants and Children
- Supplemental Security Income/Social Security Disability Insurance

PROCEDURES:

1. Use of the coordinated assessment form
2. Participation in HMIS and documentation of referrals
3. Membership in and communications with ECOH and area service providers