

Date: 02/27/2017

Program: Milwaukee Continuum of Care

No. 01

Title: The Role of Street Outreach**Date Last Reviewed:**

Purpose:

Street Outreach is an integral piece to ending homelessness. It allows for finding those in need, building rapport, and working with people who may not choose to get housing assistance through the traditional system. Street Outreach also, on a very basic level, helps keep people alive by providing materials such as food, blankets, and clothing. Street Outreach has a large role to play in Coordinated Entry.

Procedure:

- All Street Outreach programs funded by the CoC, ESG, CDBG, SAMHSA, or City/County tax levy will have regularly scheduled outreach locations where people experiencing homelessness tend to congregate.
- At least once per week, Street Outreach programs will engage in an early morning shift where they look for people sleeping outside and in places not meant for human habitation.
- Street Outreach workers should be safe when engaging in these activities, ensuring that they go in pairs and don't go into dangerous situations without support (e.g. abandoned buildings).
- Street Outreach workers will build rapport with clients to the point where they can complete the VI-SPDAT, VI-FSPDAT, or TAY-VI according to the Coordinated Entry Assessment Policy.
- Per team capacity, street outreach teams will work as Contact Persons with Tiers I and II of the prioritization list to access documents needed for housing referrals per the Coordinated Entry Policy and Procedure.
- Street Outreach workers are not expected to carry a caseload, rather will work as Contact Persons to connect clients to the services they need related to housing.
- If a Street Outreach worker encounters a particularly vulnerable client, based on their professional opinion, who is not in Tier I of the Prioritization Lists, they will contact the Coordinated Entry Program Coordinator to discuss next steps, which can include placing the client in Tier I, following the Coordinated Entry Policy and Procedure.
- Special attention should be paid to the incidence of mental health and substance use concerns, and options for alleviating these should be offered respecting client need and desire.
- Street Outreach programs will work with Coordinated Entry to avoid duplication of efforts and best attend to all those in need.