

**Policy Guidelines for Regional Response for Addressing Unsheltered Homelessness and Encampments Throughout San Diego County:
Summary of Feedback and Action Taken**

In June 2019, the Regional Task Force on the Homeless (RTFH) released a draft policy for addressing unsheltered homelessness including encampments in San Diego County for a 90 day open public comment period. Over the course of the 90 day public comment period RTFH received online public comments from over 24 individuals from the community and received specific written comment from the San Diego Taxpayers Association, the Downtown San Diego Partnership, Father Joe’s Villages, the City of San Diego, and Disability Rights California. In addition to the public comment received from the online survey and organizations mentioned above, the RTFH along with support from San Diego’s HUD Technical Assistance (TA) team, conducted several region-wide community input sessions and meetings regarding the policy with a diverse set of stakeholders during the 90 day period. Groups or entities that the RTFH and HUD TA interacted with include the following: Individuals with lived experience at the City of Diego Bridge Shelters (Alpha Project and Veterans Village of San Diego), individuals with lived experience at Interfaith Community Services, individuals with lived experience with the North County HEAL Group, the RTFH Youth Action Board, a group of local homeless advocates, the East County Homeless Task Force, the RTFH CoC Board, the RTFH Intergovernmental Committee, the RTFH CoC Membership, the RTFH and County Regional Homeless Outreach Meeting, the Chamber of Commerce Health Committee, the City of San Diego Mayor’s Office, the City of Lemon Grove City Council, the City of El Cajon Policy Department, the San Diego County Sheriff’s Department, the United States Interagency Council on Homelessness, and Orgcode Consulting.

The following table summarizes feedback received from various stakeholders throughout the 90 day comment period and subsequent actions taken within the revised draft.

Feedback	Action Taken
<ul style="list-style-type: none"> ● Criminalization of homelessness needs to be reversed. Language concerns re: “balanced enforcement.” Need to acknowledge interactions with police are traumatic through stronger policy language. ● Need a total end to the criminalization of homelessness. ● Compassionate law enforcement and security but without an intent to incarcerate. Change how homelessness is viewed and criminalized. 	<p>Reframed “Balanced Enforcement” guidelines around “Alternatives to the Criminalization of Homelessness,” including additional cited information on how the criminalization of homelessness negatively impacts people experiencing unsheltered homelessness.</p>

Feedback	Action Taken
<ul style="list-style-type: none"> Specify what specific laws need to be enforced in response to community needs that may impact individuals experiencing unsheltered homelessness Recognize that, while some laws unfairly target people living on the street, it is necessary to have enforcement mechanisms in place to address those who are homeless and also engage in criminal activity. Local ordinances should seek to improve public safety and public health for everyone. We should have a lower tolerance for the drug/alcohol use, vandalism, and threats of harm to others in these public spaces. 	<p>Acknowledged the need for law enforcement to address serious criminal activity that threatens public safety and to respond to community needs for safe streets, healthy neighborhoods, and responsible behavior in “Alternatives to the Criminalization of Homelessness” guidelines.</p>
<ul style="list-style-type: none"> HOT Team “should be a partnership between the police and a social worker, where the police focus on safety and social workers focus on housing and services.” A balanced approach to responding to homeless encampments and all unsheltered individuals that includes law enforcement is needed. Outreach and engagement to individuals living without shelter should primarily be led by service providers supported by County Public and Mental Health employees, and, where necessary or requested, law enforcement. Law enforcement should not be in the position of having to serve as primary responders but should be assistance providers. Let teams travel in pairs or trios, have PD/law enforcement stand nearby in a non-confrontational stance and ready if called upon. Support of law enforcement should be as needed. 	<p>The revised Policy Guidelines incorporate a shift to having service providers lead outreach efforts and place a central role in addressing encampments in order to allow law enforcement officers to focus on enforcement and public safety needs, while continuing to reflect the continued critical role of law enforcement in homeless outreach and engagement efforts. Law enforcement officers will still serve as crucial partners (as necessary and requested) for non-law enforcement homeless outreach specialists and will be involved in identifying best practices for constructively addressing public health and public safety concerns resulting from unsheltered homelessness, as detailed in the “Outreach and Engagement” and “Alternatives to the Criminalization of Homelessness” guidelines.</p>
<ul style="list-style-type: none"> Concerns about people not wanting help and how to address that; need a strategy for engaging people who are service resistant. Concerns about voluntary homelessness and outreach to individuals who either do not seek help or are severely hampered in pursuing assistance due to mental health issues. 	<p>Added “Strategies for Reaching Disengaged Populations” guidelines, including information on interacting with individuals with serious mental illness or substance use disorders; those who express that they are not yet ready to pursue services or temporary or permanent housing options; and those who express</p>

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<ul style="list-style-type: none"> ● It is not safe to assume that all unsheltered individuals will be receptive to housing and services. Some will be receptive, some will never be, and some will require several months or years of contact with outreach workers. ● Major portions of the homeless populations that have adapted to the lack of housing resources may no longer want to participate in a traditional housing approach to services. 	<p>an explicit desire to remain in their current unsheltered situation.</p> <p>Additional information and guidance on continued outreach and engagement to individuals who might be initially hesitant to engage in services is detailed in “Housing Ready Perspective” guidelines.</p>
<ul style="list-style-type: none"> ● Policy should address vehicular habitation and outreach strategies for this population ● Need to address local ordinances that target and criminalize individuals whose only form of shelter is their vehicles ● Those living in vehicles should be treated the same as those living on the streets or in encampments. 	<p>Added “Vehicular Habitation” guidelines and addressed criminalization of vehicular habitation in “Alternatives to the Criminalization of Homelessness” guidelines.</p>
<ul style="list-style-type: none"> ● Training opportunities for municipalities and staff should be added to “Respectful, Person-Centered, and Trauma Informed Approach” section. ● Outreach workers deserve opportunities for training, so that agencies and funders know the workers have a baseline set of skills and so that the workers have the chance to perfect their abilities and knowledge with regard to crisis intervention, motivational interviewing, and trauma-informed care. ● It is important that outreach workers are trained and have specific experience and education for this job. 	<p>Training and certificate opportunities on topics including Trauma-Informed Care, Motivational Interviewing, Crisis Intervention and Mental Health First Aid are now addressed in the “Respectful, Person-Centered, and Trauma Informed Approach” guidelines. Additional training opportunities on topics including cultural competency, cultural humility, implicit biases, and racial equity are provided in the “Address Racial Disparity” guidelines.</p>
<ul style="list-style-type: none"> ● Outreach should include more field- based work, as opposed to approaches that look more like “in-reach.” We need to ensure that there is a focus on meeting unsheltered persons where they are and not expecting persons to navigate complex systems and walk through facility doors. ● A better outreach approach might be to engage people at places 	<p>Focus on meeting unsheltered persons where they are, with more services and options provided during street outreach when possible to support swift assistance and engagement without expectations of navigating the homeless response system right away, was incorporated into “Outreach and Engagement” guidelines.</p>

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<p>where they seek services such as soup kitchens, shelters and spaces where they rest and populate during the daytime hours.</p>	<p>The provision of more field-based services, particularly behavioral health services, is addressed in the new “Strategies for Reaching Disengaged Populations” guidelines.</p>
<ul style="list-style-type: none"> ● Transitional storage centers provide individuals with a safe space to store belongings. When storage centers have vacancies, a 3-hour notice of abatements should be imposed, allowing for environmental services and Clean and Safe staff to properly clean sidewalks, especially in times of public health epidemics. ● Allow public agencies to keep our public areas clean and safe for everyone to use. ● The outreach policy does not take into account the impact that homelessness has on residences in areas where the homeless are highly concentrated. Their presence is constant and puts the people in this community at risk. 	<p>The importance of storage spaces for individuals experiencing homelessness is addressed in “Access to Basic Services”, “Clearance with Support,” and “Multi-Disciplinary Approach” guidelines.</p> <p>Protocols for encampment clearance and abatement are addressed in the “Closure with Supports” guidelines, which emphasizes that that intense services, supports, and offers of assistance, including temporary and permanent housing options and storage opportunities, are provided well in advance of closure by non-profit street outreach workers. This approach will support healthier, safer communities by moving people out of unsheltered homelessness and into shelter or housing with supports, rather than displacing individuals into other parts of the community.</p> <p>Protocols for addressing public health and safety concerns are addressed in the “Alternatives to the Criminalization of Homelessness” and the “Seek to Repurpose and Secure Space” guidelines.</p>
<ul style="list-style-type: none"> ● Ensure outreach engagement attempts are not one time only; key to success is regular follow up and knowing staff care. ● Must be a stepped approach of processing, evaluation, medical for abuse and illness, health correction, temp housing, employment guidance. 	<p>Added information on the importance of repeat engagements, regular follow-up and building trust with clients through regular interactions as part of a successful outreach and engagement process to “Definition of Street Outreach” guidelines.</p>
<ul style="list-style-type: none"> ● Cities, the County, and members of the public should have a 	<p>Information on developing a pathway for public citizens to connect</p>

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<p>pathway to reach outreach teams in real time, to efficiently connect people with the opportunities they deserve.</p> <ul style="list-style-type: none"> ● Make it possible for regular residents to request outreach calls for people experiencing homelessness. Make a clearing house for requests. 	<p>with outreach teams in real-time, and to decrease 9-1-1 calls in reference to homelessness-related concerns, is now addressed in both the “Regional Engagement and Collaboration” and “Outreach and Engagement” guidelines.</p>
<ul style="list-style-type: none"> ● Opportunity to hire people with lived experience ● Consult those who currently are or have recently experienced homelessness in all scenarios (RVs, Cars, Vans, Street, Tents, encampments, emergency shelters) to provide input from the outline in order to create a better policy. 	<p>Added “Peer Support” guidelines, including information about peer hiring opportunities and the importance of involving peers in the development, implementation, and evaluation of San Diego County’s unsheltered policies.</p>
<ul style="list-style-type: none"> ● Racial disparity section needs to include more language about cultural competency of staff ● Provide examples of how to make “services, resources, and personnel...as reflective, responsive, and equitable as possible” 	<p>Clarified language and expanded “Address Racial Disparities” guidelines to provide concrete action steps for addressing racial disparity and additional information on training opportunities, including cultural competency training.</p>
<ul style="list-style-type: none"> ● Some approaches seeming to be so aggressive (rather than just assertive) as to scare folks from being counted/spoken to. ● Need more training, promote patience. 	<p>Improved training and protocols to ensure that outreach is trauma-informed, respectful, and compassionate to persons in unsheltered situations is highlighted in “Respectful, Person-Centered, and Trauma Informed Approach” guidelines.</p>
<ul style="list-style-type: none"> ● Within the document income and other self-resolution services are left out and could be construed as a belief that clients have low abilities. ● Recommendation of a hands-on approach to permanently ending homelessness through job skills and basic skills assistance. 	<p>Added income and employment services to supportive services detailed in “Address the Affordable Housing Crisis”, “Housing Ready Perspective”, and “Services Targeted to Most in Need” guidelines. Life skills supports are now addressed in “Address the Affordable Housing Crisis” and “Services Targeted to Most in Need” guidelines.</p>
<ul style="list-style-type: none"> ● Outreach is viewed as a cheap and visible solution to homelessness, but without housing they are ineffective. ● Need for actual, permanent housing solutions. 	<p>The current state and limitations of permanent housing options are detailed in the “San Diego Current State” section. The need for additional permanent housing options is emphasized in the</p>

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<ul style="list-style-type: none"> ● Need for permanent shelter units. 	<p>“Address the Affordable Housing Crisis” guidelines.</p>
<ul style="list-style-type: none"> ● “Supporting rapid exits from the streets may require a brief stay in a temporary setting while a permanent housing situation is identified.” Is this something we are striving for or a current reality? It contradicts the previous statements about scarcity of permanent housing. ● There needs to be more emphasis on shelters/temporary housing facilities where services can be offered. 	<p>Clarified in “Temporary Housing Options” guidelines that stays in a temporary setting may be necessary due to the permanent housing options available for people experiencing homelessness in San Diego County. Acknowledged that temporary housing options are crucial resources, but limited as well and local evaluation and creation or expansion of temporary shelter beds may be necessary to meet local needs.</p>
<ul style="list-style-type: none"> ● Less vulnerable groups will have little to no access to housing options and will need to be addressed differently than populations that can be served with a housing first approach. ● Needs to include those that do not fit into categories specified, i.e., those that are a bit health-challenged but not ill enough to receive attention. 	<p>Revised language in “Services Targeted to Most in Need” guidelines to specify that street outreach services will still be provided to a broader population of unsheltered individuals (contact-based outreach), with more intense and ongoing services are provided to a smaller subset of those in greatest need (solution-focused outreach). The “Housing First Approach” guidelines express the importance of housing-focused outreach and engagement for all populations to work to find permanent housing options.</p>
<ul style="list-style-type: none"> ● Who in the municipalities will do the work of coordinating with outdoor meal programs? ● Groups and individuals who wish to serve food should be urged to assist existing non-profits who have obtained a public health certificate 	<p>Provided additional details on recommended coordinating entities to work with outdoor meal programs, including non-profits that have obtained a public health certificate, in the “Coordinate with Outdoor Meal Programs” guidelines.</p>
<ul style="list-style-type: none"> ● Need for partnerships between outreach teams and jails, hospitals to avoid exits directly to the streets. ● There is no inclusion of an in-reach strategy to include persons experiencing homelessness who access services through emergency rooms 24/7. 	<p>RTFH will address “in-reach” strategies to prevent individuals from being discharged from institutions (jails, hospitals, in-patient health care providers) during implementation of the Policy Guidelines.</p>
<ul style="list-style-type: none"> ● Changing public perception of people experiencing homelessness 	<p>Strategies to engage in community outreach and other activities targeted at increasing public knowledge and understanding of</p>

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<ul style="list-style-type: none"> Community pushback and landlords reluctance. 	<p>unsheltered homelessness will be addressed during implementation of the Policy Guidelines.</p>
<ul style="list-style-type: none"> Concerns with feasibility of implementation due to lack of leadership and a common vision. There are significant leadership gaps and a history of failed attempts to sustainably implement. Need metrics and accountability. 	<p>The Policy Guidelines will be used to inform implementation activities and will be supported through continuous measurement and evaluation efforts, as established in the “Purpose” section of the Policy Guidelines.</p>
<p>Explicitly naming costs of unsheltered homelessness, including information on specific community impacts to increase buy-in</p>	<p>Incorporated research and additional information on the cost of unsheltered homelessness and the cost benefits of housing into “San Diego Current State” section.</p>
<p>Emphasize destructiveness of people being constantly shuffled around</p>	<p>Disruptiveness of forced dispersal of persons residing in encampments is addressed in the “National Guidance” section.</p> <p>Guidance on respecting personal space, time and property of persons experiencing unsheltered homelessness is addressed in the “Respectful, Person-Centered, and Trauma Informed Approach” guidelines.</p>
<p>Lack of sufficient geographic coverage for outreach, including North County</p>	<p>Added information on addressing regional disparities and developing a regional coordination model for outreach and services to “Regional Engagement and Collaboration” guidelines.</p>
<p>Substance use treatment options for people experiencing unsheltered homelessness are inadequate</p>	<p>Provided information on expanded access to behavioral health resources for persons experiencing unsheltered homelessness to “Strategies for Reaching Disengaged Populations” guidelines.</p>
<p>Ensuring that youth who are not as vulnerable or chronic as adults still receive outreach services</p>	<p>Added information on providing outreach to youth to “Services Targeted to Most in Need” guidelines.</p>
<p>Operating population-specific outreach services in a coordinated model</p>	<p>Added information on coordination of street outreach and other</p>

Feedback	Action Taken
	efforts, including population-specific outreach, to “Regional Engagement and Collaboration” guidelines.
Lack of knowledge among all community members of available resources and how to access them	Improved regional access to and knowledge of available resources addressed in “Regional Engagement and Collaboration” guidelines.
Policy Guidelines need to clearly state that homeless services are always voluntary	<p>Added “Housing First” guidelines, which prioritize providing permanent housing with voluntary supportive services to persons experiencing homelessness.</p> <p>Ensured supportive services are specified as voluntary throughout the Policy Guidelines.</p>
Shelters are often inaccessible to individuals with disabilities	<p>Acknowledged that shelters are often inaccessible to persons with disabilities, resulting in a number of persons residing in their vehicles as a means of safe shelter, in “Vehicular Habitation” guidelines.</p> <p>Asserted the importance of shelters meeting their obligations under Fair Housing and ADA law in “Temporary Housing Facilities and Programs” guidelines.</p>
Define “permanent housing” and “permanent supportive housing”	Permanent housing is defined in “San Diego Current State” section. Permanent supportive housing is defined in “Address the Affordable Housing Crisis” guidelines.
Provide data/citations for multiple statements	Added citation information and supporting research throughout the Policy Guidelines.
Use of diverse directive words throughout the document, including “should”, “shall”, and “need”	Reduced and standardized use of directive words throughout document. Revised language to remove “must” and “shall” to avoid conflicts of authority.

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"Balanced Enforcement" guidelines are vague and therefore provide inadequate guidance to PD.	Additional information on how homelessness is criminalized and important steps to be taken to decriminalize homelessness in partnership with law enforcement is provided in updated "Alternatives to the Criminalization of Homelessness" guidelines.
Define "adequate" access to basic services	Definition of "adequate" access to basic services added to "Access to Basic Services" guidelines.
Does "clean" only apply to restrooms? Add "hygiene and sanitary supplies" to the list of services in "Access to Basic Services" guidelines	Expanded and clarified descriptions of basic services and added hygiene and sanitary supplies to list of services provided in "Access to Basic Services" guidelines.
Add trash disposal to the list of operational needs for coordinating with outdoor meal programs	Proposal trash disposal of food waste was added to the list of areas for coordination in "Coordinate with Outdoor Meal Programs" guidelines.
Are "non-uniformed personnel" police or outreach staff? Can outreach staff wear a uniform?	Removed language of "non-uniformed" personnel in "Outreach and Engagement" guidelines and clarified that outreach will be led by non-law enforcement homeless outreach specialists.
What does it look like for outreach specialists to be supported by law enforcement?	Specific examples of how law enforcement personnel can support non-law enforcement homeless outreach specialists added to "Outreach and Engagement" guidelines.
"Regional Deployment of Outreach Services" and "Services Targeted to Most in Need" sections are contradictory in approach	Language in Policy Guidelines refined to specify that outreach services and other resources will be coordinated and deployed regionally according to need, with a focus on providing the most intensive services to those most in need. A more intentional regional deployment of resources will work to reduce existing regional disparities in access to services, as detailed in the "Regional Engagement and Collaboration" guidelines.
"Housing Ready Perspective" guidelines need to address barriers in	Information on the role of outreach personnel to help remove

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place to get into housing such as ID, background check and evictions	barriers to housing by assisting clients in obtaining identification, providing resources or referrals to address concerns regarding background checks and evictions, and providing other support added to “Housing Ready Perspective” guidelines.
Define “case management” and “navigation services”. Include that case management includes housing search documents.	Definitions of case management and navigation services added to “Services Targeted to Most in Need” guidelines. Housing search and documentation assistance services detailed as potential navigation services.
Does SMI need documentation for “Those with the most needs”, or just medical conditions?	Definition of “Those with the most needs” in the Policy Guidelines is consistent with definition in the approved 2018 RTFH Coordinated Entry System (CES) Policies and Procedures: “households with a <u>diagnosed</u> serious mental illness, substance use disorder, children under the age of four, or adults with a <u>documented</u> qualifying medical condition.”
“Street outreach services will coordinate with fire-rescue, law enforcement, and healthcare entities to determine high utilizers.” This is a very difficult task that needs its leadership defined.	Leadership for coordinating with health and criminal justice partners to determine high utilizers defined as RTFH in “Definition of Most in Need” guidelines.
Is prioritization based on acuity, and if so, how?	Provided additional information on prioritization of the by-name list as part of “Coordinated Entry System” guidelines.
Definition of encampment on includes public property; encampments can also be on private property	Definition of encampment expanded to include potential placement on private property and guidelines on “Coordination with Property Owners as Appropriate” were added.
What does it mean to “positively work with those living in encampments prior to the closure of the encampment and subsequent abatement”?	Added detail about building trust and rapport as part of positively working with those living in encampments to “Multi-Disciplinary Approach” guidelines.

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Define “positive housing resolutions” mentioned in “Closure and Abatement” guidelines	“Closure and Abatement” guidelines were reframed around the more client-centric, trauma-informed guidelines of “Clearance with Support,” which operates from a framework of ensuring that intense services, supports, and offers of assistance, including temporary and permanent housing options and storage opportunities, are provided well in advance of closure by non-profit street outreach workers.
Provide examples of what strategies for repurposing or securing the space where the encampment was located might look like	Examples of strategies and measures to be taken to secure former encampment sites were added to “Seek to Repurpose and Secure Space” guidelines.
Data collection and proper tracking will assist with addressing racial disparity, locating and identifying those in most need, and tracking success in placing individuals in permanent shelter	“HMIS” guidelines section was added to include the importance of data collection in achieving these goals around addressing racial disparity, locating and identifying those in most need, and tracking public costs and outcomes.
If non-uniformed outreach specialists or social service personnel are going to be responsible for the hands-on response to address homeless individuals, there must be appropriate actions taken to shelter them swiftly	Additional information provided in “Outreach and Engagement” section on swiftly connecting individuals experiencing unsheltered homelessness to shelter or housing and services that are appropriate to their needs. A focus on providing dedicated temporary housing options to assist those transitioning out of encampments successfully is detailed in the “Temporary Housing Option” guidelines.
If non-uniformed personnel or social services are to be the first encounter, significant public education is needed to direct phone calls to an alternate agency rather than to the police	Information on developing pathways and public education materials for reporting non-emergency homelessness-related concerns to the appropriate responding agency was added to “Outreach and Engagement” guidelines. The designation of a centralized entity to guide regional outreach efforts would also support this work, as detailed in the “Regional Engagement and Collaboration” guidelines.

Feedback	Action Taken
What are the measurements of success for the program as a whole or individual projects?	The activities that stem from these Policy Guidelines will be continuously measured and evaluated to understand the effectiveness of these guidelines and make regular adjustments, as detailed in the “Purpose” section.
Case-by-case approach recommended to transition vulnerable persons experiencing unsheltered homelessness into housing readiness	The importance of the provision of individualized services through case management is incorporated into the guidelines for “Services Targeted to Most in Need.”
Outreach workers should have access to a greater array of resources, and the cache of resources should be shared across service providers.	Improved access to resources across regions and across services providers is addressed in both “Regional Engagement and Collaboration” and “Regional Deployment of Outreach Services” guidelines.
Outreach efforts should be coordinated on a large scale, across the region, such that a centralized entity functions as the outreach authority.	Information on the large-scale, cross-provider coordination of outreach efforts and the designation of a centralized entity to guide regional outreach efforts have been incorporated into the “Regional Engagement and Collaboration” guidelines.
Define “adequate alternatives” in Balanced Enforcement guidelines	Adjusted language to “adequate <u>shelter</u> alternatives” in “Alternatives to the Criminalization of Homelessness” guidelines.
The guidelines should set the expectation that, without proper funding, resources, and housing in line with Housing First, the goals of this policy cannot be met.	<p>“Housing First” guidelines were added to the document to emphasize the importance of Housing First to meeting the goals of these Policy Outlines.</p> <p>The importance of proper funding and resources, including regional maximization of existing resources, is addressed in both the “Regional Engagement and Coordination” and “Address the Affordable Housing Crisis” guidelines.</p>
Thank you for ensuring basic needs will be met. Most crucial are restroom facilities with handwashing stations.	Restroom facilities with handwashing stations added to the list of basic services included in “Access to Basic Services” guidelines.

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I don't get any sense of how to conduct effective outreach where every person is found and talked to at least 3 times a week	Deduplication of outreach efforts and improved regional coordination of outreach teams addressed in "Regional Engagement and Collaboration" guidelines.
Putting the homeless into housing is just a fraction of the solution.	Additional information provided throughout document on the importance of addressing service needs in addition to housing and shelter and responding to those needs that the individual identifies as most urgent, particularly in the "Housing Ready Perspective" guidelines.
Must acknowledge the link between health and homelessness.	The link between health and homelessness is highlighted in Point-in-Time Count data provided in the "San Diego Current State" section. The importance of access to health and behavioral health services as part of outreach and engagement is highlighted throughout the document, particularly in the "Strategies for Reaching Disengaged Populations" guidelines.
Look to other communities for best practices.	Incorporated new "National Guidance" section to highlight emerging information and best practices on addressing unsheltered homelessness across the country.
More intentional connection to shelter. Giving Outreach Workers the ability to prioritize who goes into shelter would be better.	Full participation of street outreach in the region's Coordinated Entry System and use of the By-Name List as detailed in the "Coordinated Entry System" guidelines will help outreach workers more intentionally prioritize and connect each client to the most appropriate housing or shelter intervention.
Attempting outreach at 5 o'clock in the morning when people are still in their sleeping spaces and less inclined to be motivated to answer questions doesn't seem like a viable means of getting a fair count of homelessness.	Added information on respecting the personal space, time, and property of persons in unsheltered situations, including respect for their rest and comfort, to "Respectful, Person-Centered, and Trauma Informed Approach" guidelines.

Feedback	Action Taken
<p>Improvements to the PIT Count are needed to remedy the issue of persons being undercounted. This should include increasing volunteer numbers, involving persons with lived experience in PIT Count efforts, reducing the area each team covers, and utilizing aerial surveillance to identify areas for outreach in wooded, non-urban areas.</p>	<p>RTFH recently enacted significant changes to the methodology of the PIT Count to improve outreach and engagement of individuals experiencing unsheltered homelessness and to provide a more accurate point-in-time count. RTFH will continue to evaluate the PIT Count methodology and make additional improvements as necessary.</p>
<p>If more shelters are available in all parts of the County, basic needs can be met by offering secure facilities with clean water, restrooms, showers, food, laundry, storage, counselors and services available for those individuals with mental health and substance abuse issues.</p>	<p>Information on the importance of increased access to shelter and other temporary housing options to provide access to services to address basic needs has been added to “Access to Basic Services” guidelines.</p>
<p>Make sure part of outreach and engagement is understanding the person’s current social network.</p>	<p>Added guidance on learning about clients’ current social network and supports to “Definition of Street Outreach” guidelines.</p>
<p>Improve ability to track where individuals experiencing unsheltered homelessness are residing outside of episodic outreach (ex: provide “tile” to show where people are)</p>	<p>The improved regional unsheltered outreach coordination model described in the “Regional Engagement and Collaboration” guidelines will allow outreach teams to move beyond episodic outreach to have a sustained focus in specific neighborhoods and build rapport.</p>
<p>Expand the client driven approach. Expand the definition of housing. Expand the expectations of what people want and accept for housing and services.</p>	<p>Principles of client choice and client-driven approach have been incorporated throughout the Policy Guidelines, particularly in “Housing Ready Perspective Guidelines”.</p>