

STREET OUTREACH ENGAGEMENT

Thoughts on understanding the
engagement process and moving people
further along with realizing housing



RELEVANT PARTS OF THE STANDARDS



SECTIONS 14.2 AND 14.2

Outreach Standard

Each street outreach staff shall have a minimum of 10 unsheltered persons and a maximum of 30 unsheltered persons on their caseload at any given time. At least 60% of persons on their caseload must be persons actively working on activities or goals that directly assist the person in progressing toward housing, within or outside of Coordinated Entry.

In the event that the unsheltered person is hospitalized, incarcerated or provisionally accommodated for more than 30 days, that person shall be moved off the caseload. Should they re-engage in the future and there is space on the caseload, the person can immediately be added back to the caseload. If the person is off the caseload and inactive for more than 90 days, they will need to be re-enrolled in the Street Outreach program in HMIS.

INTRODUCTORY THOUGHTS

4 P'S OF ENGAGEMENT

Prepared

Present

Proximate

Patient



EMPATHY

Empathy is the ability to identify with and understand another person's experience and point of view; the act of perceiving, understanding, experiencing and responding to the emotional state and ideas of another person.

“Stepping into someone else's shoes” and recognizing that experiences, perceptions and worldviews are unique to each individual enables us to better understand and build stronger relationships with the people we serve. It is a vital skill that helps us to determine a participant's needs based on his/her/their unique experiences in order to efficiently provide services.



CRITICAL THINKING

Critical thinking is the ability to analyze information gathered from unbiased observation and communication.

We must be able to objectively evaluate each case by collecting information through observation, interviews and research.

Thinking critically and without prejudice enables us to make informed decisions, identify the best resources and formulate the best plan with people seeking assistance.



ACTIVE LISTENING

Active listening is necessary for us to understand and identify a participant's needs.

Listening carefully, concentrating, asking the right questions, and utilizing techniques such as paraphrasing and summarizing also helps us to engage and establish trust with the people we serve.



ADVOCACY

We promote social justice and empower the people we serve through advocacy.

Advocacy skills enable us to represent and argue for the people we are serving and to connect them with needed resources and opportunities, especially when people are vulnerable or unable to advocate for themselves.



UNDERSTANDING ENGAGEMENT



ENGAGEMENT

ENCOUNTER - Street outreach worker approaches an unsheltered individual, couple or family, outlines the services offered, and the household agrees that they want assistance. Immediate needs may also be met in the first encounter.

ENGAGEMENT - Street outreach worker follows up with a household previously encountered and takes the next steps of explaining services, making immediate referrals and addressing current needs. This is when a household gets enrolled as a street outreach client.

SUSTAINED ENGAGEMENT - The household continues to work with the street outreach provider on all aspects of goal setting, tasks and activities to move closer to accessing housing and life stability. Primarily this is a process of moving through the CES steps.

TRANSFER ENGAGED PARTICIPANT TO OTHER PARTS OF THE SYSTEM - Outreach work is complete and now the household is moving into housing.



DIFFERENT APPROACHES TO OUTREACH

APPROACH ONE

- Contact driven – many encounters but not necessarily engagement
- Meet basic needs, provide human contact, sometimes provide transportation services
- Often (usually?) lower-paid positions, that can be entry level
- Great at more immediate response
- Encounters with a large volume of unsheltered persons
- Most often highly visible
- Can struggle with meeting the needs of people with complex, co-occurring issues
- Can struggle to have time or does not have skills to navigate people through the process of getting housed
- Most often measured by how busy the outreach workers are

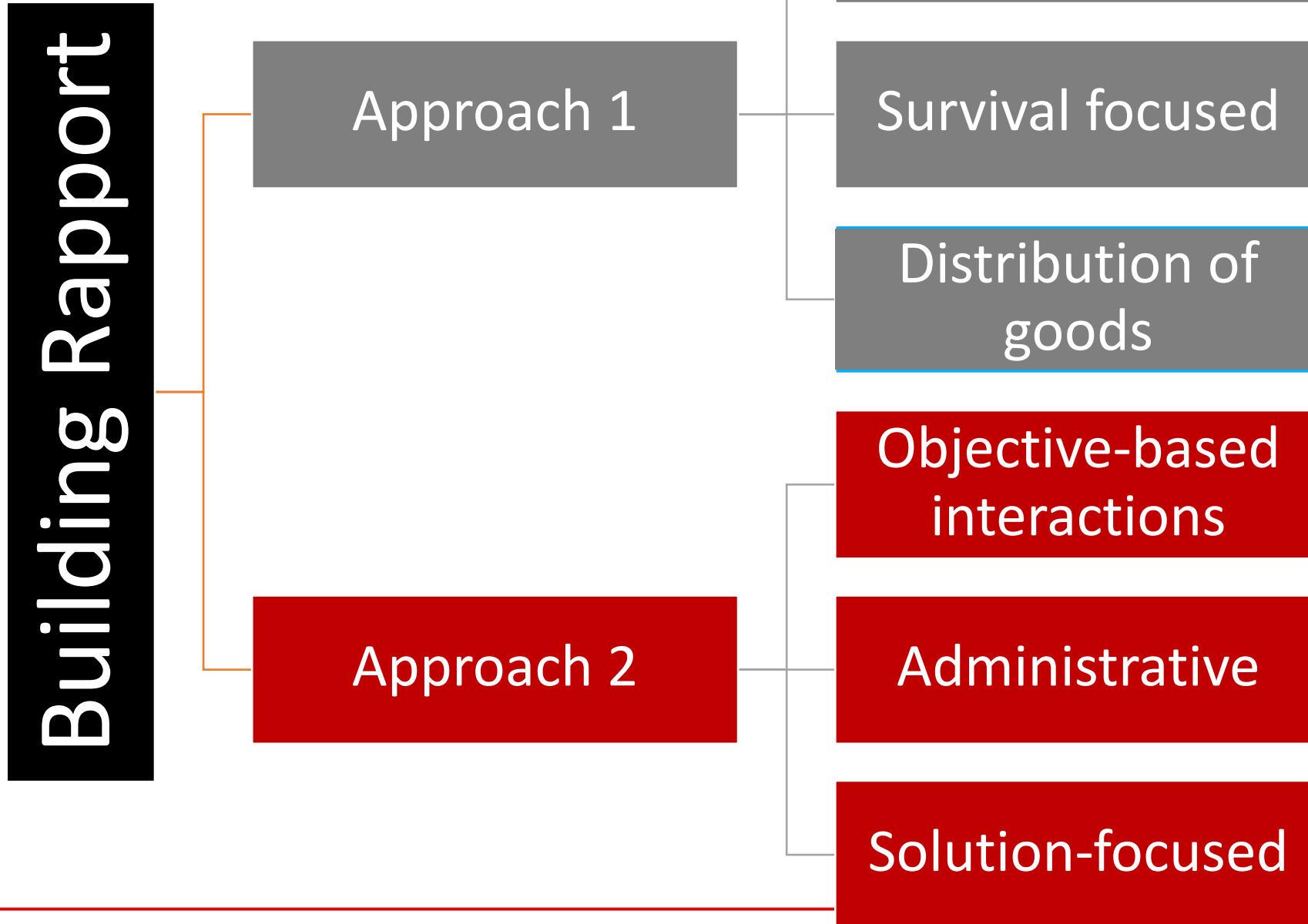


DIFFERENT APPROACHES TO OUTREACH

APPROACH TWO

- Intensive, assertive and housing focused with a smaller group of people – engagement more than encounters
- Often more experience and/or education/training - not entry level positions
- Struggles to provide a more immediate response; more focused on engagement for the long-game
- Can struggle with how to support people while waiting on other parts of the system to make decisions/allocate resources
- Very deliberate in deciding who to engage and why
- Not always highly visible
- Capable of effectively working with people with higher acuity and complex needs
- Effectiveness measured by how many people have positive exits from homelessness





PRIORITIZING WHO TO ENGAGE



3 TYPES OF HOMELESSNESS



TRANSITIONAL



EPISODIC



CHRONIC



WITHIN THE CATEGORY OF CHRONIC...



Completely uninterested in any services. Ever.



Interested in services. But now is not a good time.



Paperwork and documentation in progress for CES.



All done. Just need housing.





Outreach

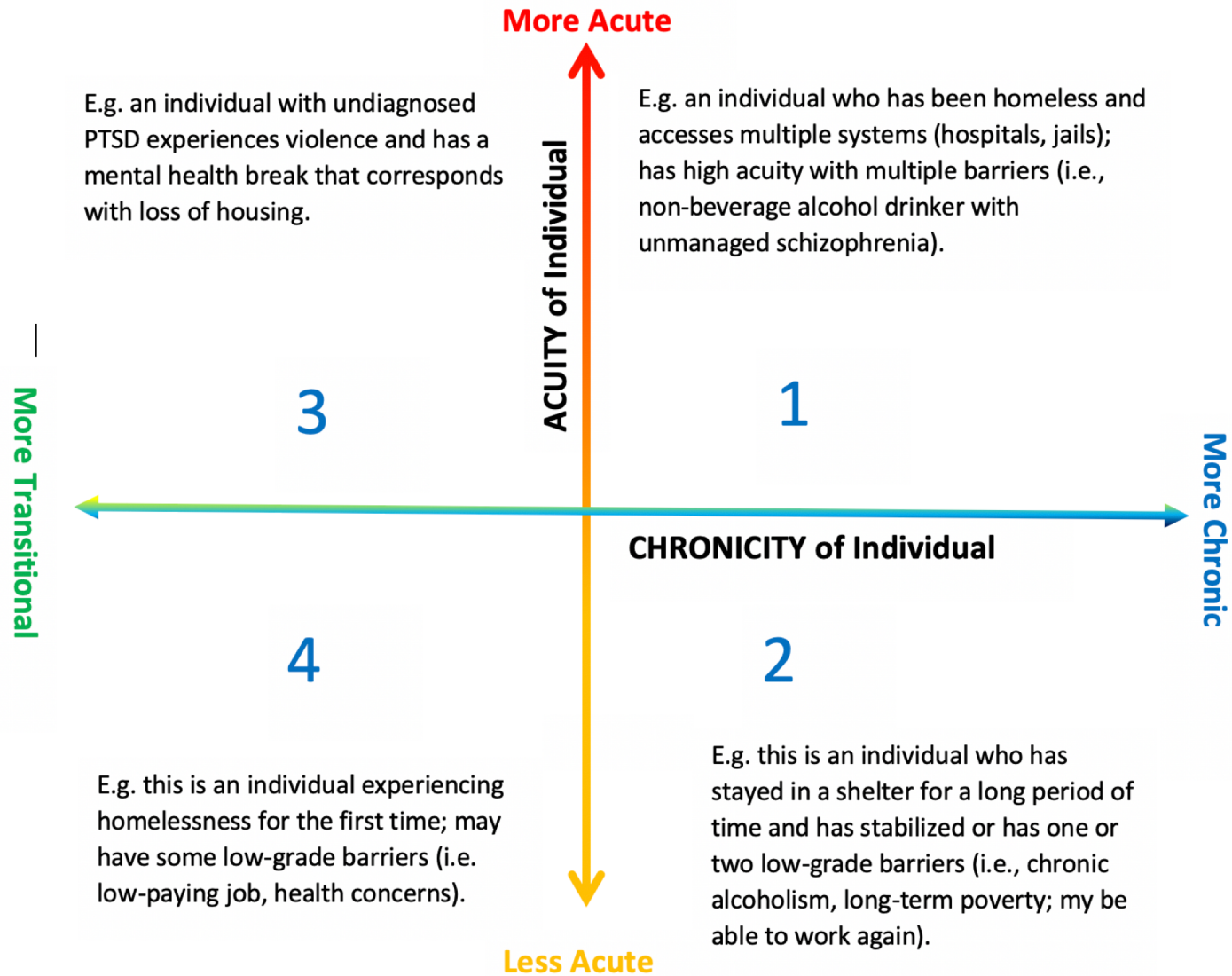


Shelter



Day Services





MORE



LESS

ACUITY

	DV				TB	FA	RF
			SP			MD	
		RL			LM		
	FC			KP			RR
KO						CT	
				TD			HE
			LE	ID			
	RG						HT
			KK		KW		
		GG					
						PP	
			HB				OR

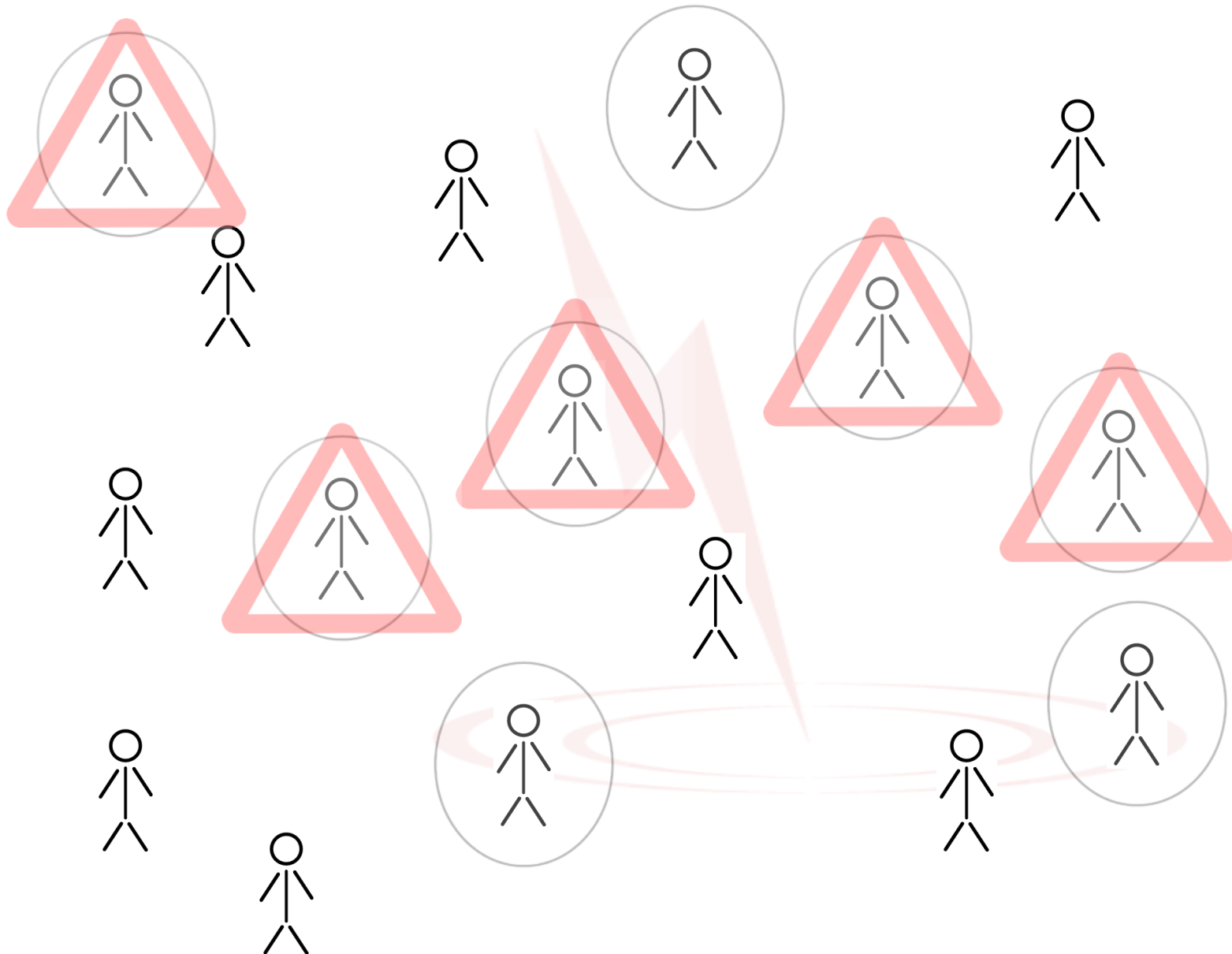
CHRONICITY

LESS



MORE





**ENGAGING WITH THOSE
WHO REFUSE SERVICES**

“No” now does not always mean no forever

It is easy and lazy to blame or label people as “service resistant” without first asking ourselves, “What do we need to do differently to get a different result?”

Motivational interviewing, and in some instances assertive engagement, skills will be necessary

Important to decide in advance how much time and when will you engage with people that have previously indicated they are uninterested in housing



WHO/ DESCRIPTION	LOCATION	IDEAS FOR ENGAGEMENT	DATE FOR NEXT ATTEMPTED ENGAGEMENT
<i>Khattari, Kapil</i>	<i>7th and Main</i>	<ul style="list-style-type: none"> – <i>Punjabi speaking translator</i> – <i>Get permission to speak to sister in Chicago</i> 	<i>July 21</i>
<i>Mantha, Bill</i>	<i>Corpus & Finn</i>	<ul style="list-style-type: none"> – <i>Older outreach worker</i> – <i>Try outreach before 6am</i> 	<i>July 21</i>
<i>Red hat, 6'ish, African-American, shorts</i>	<i>Guava Park</i>	<ul style="list-style-type: none"> – <i>Try female outreach staff</i> – <i>Bring toe nail clippers</i> 	<i>July 18</i>
<i>Spanish-speaking, 5'5"ish, often wearing layers of clothes, panhandles with English sign</i>	<i>Starbucks on Main; McDonalds on Davis; Culvert off of Centennial</i>	<ul style="list-style-type: none"> – <i>Bring Maria from Lord's Place</i> – <i>Offer clothes storage</i> – <i>Offer change of clothes</i> 	<i>July 20</i>

WHY AND HOW TO TRACK EFFORTS

<i>Client Name</i>	<i>Lead</i>	<i>Current Objectives</i>	<i>Tasks for Next Visit</i>	<i>Date of Next Visit</i>	<i>Other Key Notes</i>
<i>Black, John</i>	<i>Tom</i>	<ul style="list-style-type: none"> - Address harms of substance use - Identification 	<ul style="list-style-type: none"> - Take to needle exchange - Take to DMV 	<i>July 17</i>	
<i>Charles, Chris</i>	<i>Dale</i>	<ul style="list-style-type: none"> - Family reunification - Safety planning 	<ul style="list-style-type: none"> - Call brother in Dayton - Safety assessment 	<i>July 18</i>	<i>Court on Aug 11</i>
<i>Davis, Ed</i>	<i>Tom</i>	<ul style="list-style-type: none"> - Wound care - Identification 	<ul style="list-style-type: none"> - Take to health center - Take to DMV 	<i>July 20</i>	<i>Use universal precautions</i>
<i>Fanning, Frances</i>	<i>Sam</i>	<ul style="list-style-type: none"> - Housing search - Money management 	<ul style="list-style-type: none"> - Apartment viewings - Complete Honest Monthly Budget Tool 	<i>July 16</i>	

CLOSING REMARKS



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