

Street Outreach Written Standards

Definition: Street Outreach (SO) - 24 CFR 576.101

Street Outreach provides essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing or an appropriate health facility.

Eligibility Criteria

- Must meet HUD Category 1 or 4 definition of homeless (24 CFR Part 578.3)

Operational Standards

- Proactively reach out to unsheltered homeless; whenever possible, provide resources to address immediate needs such as placement in emergency shelter, food, personal hygiene items, etc. Priority for Street Outreach will be unsheltered homeless; however, street outreach teams may also go to shelters that are not able to provide services.
- Provide Engagement services – assessing housing and service needs, completion of VI-SPDAT and other assessment tools based on need
- Provide short term case management - provide linkages to emergency health and behavioral health services, mainstream resources, etc.
- Provide transportation to emergency shelters or other services
- Street Outreach activities will be conducted with a minimum of two (2) trained persons whenever possible; or outreach worker will always let someone know where they will be
- Should an unsheltered household with minor children be encountered during outreach activities:
 - A placement into shelter must be made
 - If placement is refused, call 9-1-1 or CPS Hotline: 1-800-342-3720

Standard Outcomes/Performance Measures

- 30% of all participants engaged will exit to permanent housing destinations
- 30% of all participants engaged will have successful exits from the program
- 70% or more of adult participants will have non-cash benefits
- 60% or more of adult participants will have income from sources other than employment
- 15% or more of adult participants will have income from employment
- 80% of participants will not return to homelessness within two years
- Average time from contact to engagement is 60 days
 - Contact: Outreach worker meets client but may not collect any information
 - Engagement: Client completes intake and is entered into HMIS
- Average time from engagement to successful exit from program is 45 days