

HOUSING FOCUSED STREET OUTREACH

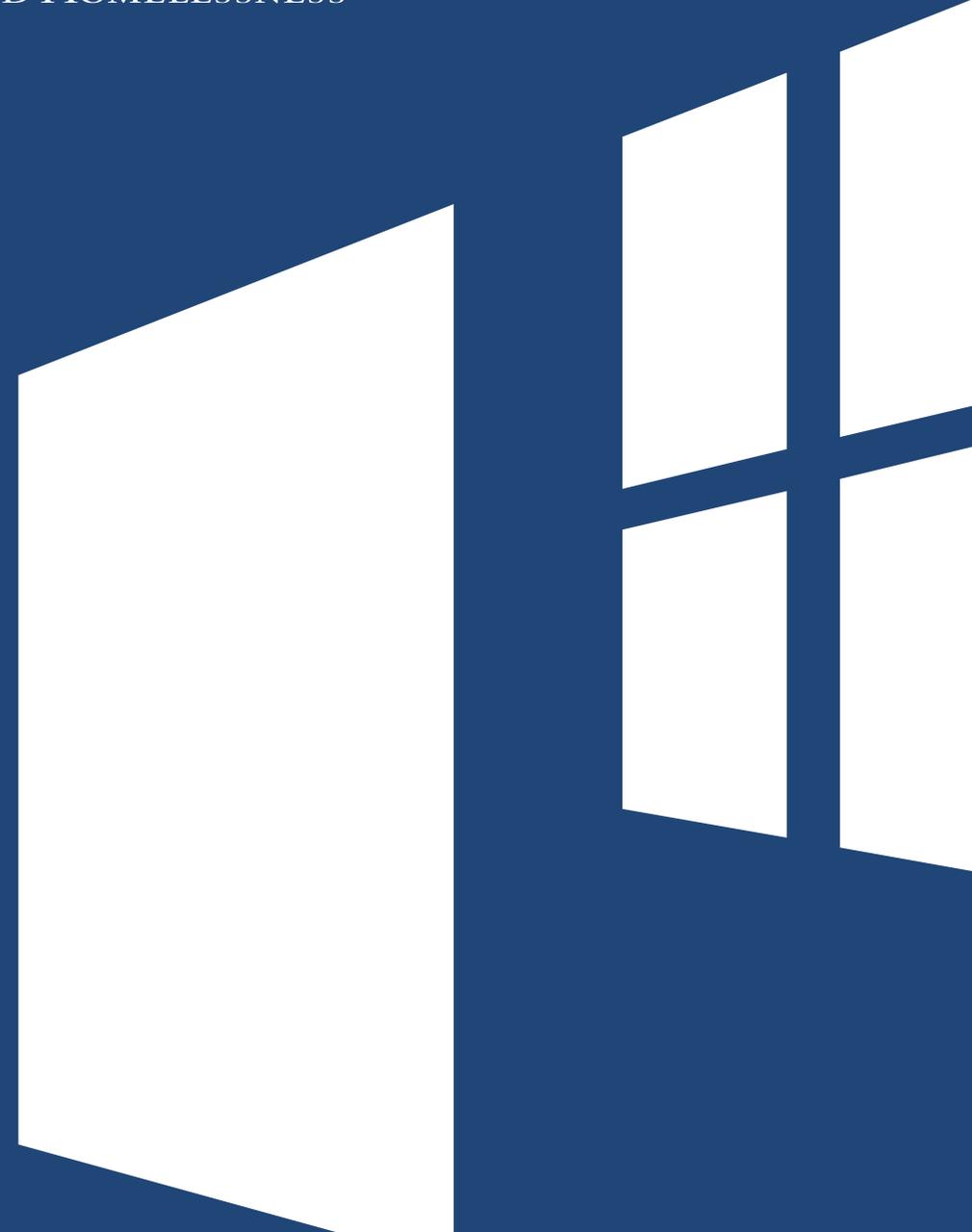
SESSION ONE: OUTREACH AND AN EFFECTIVE SYSTEM

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What We Do



Policy and Programs

- Carries out the vital work of educating policymakers and the field about key strategies and policies for ending and preventing homelessness.
- Keeps federal policymakers and legislators informed of the needs of people experiencing homelessness and the programs serving them.
- Leads advocacy efforts on a grassroots level.

Capacity Building

- Supports efforts to end homelessness by offering training and technical assistance tailored to communities' unique needs.
- Helps design and implement crisis systems, improve systems' performance, and utilize data to end homelessness, particularly with an equity lens.
- Provides online courses, trainings, and webinars to inform the field of best practices to end homelessness.

Homeless Research Institute

- Analyzes data to identify homelessness trends on national, local, and Continuum of Care levels.
- Publishes research that ensures policymakers, practitioners, the media, and the public have the best information about trends and emerging solutions to the problem.
- Uses an equity lens to identify disparities in homelessness data.

Lived Experience Innovation + Strategic Communications

National Alliance to End Homelessness Statements for Participation

The Alliance works to ensure that diverse voices are included as facilitators, attendees, and guests in our training forums. All voices are welcome.

The organization has a zero-tolerance policy for any form of discrimination or abusive behavior. The Alliance is committed to ensuring that all its events are safe and respectful for all participants.

Participants acknowledge that any form of discrimination, violence, or abusive behavior may result in removal from an office hour or forum depending on the situation.

If any discrimination is witnessed or experienced during the training, or if you feel unsafe, please notify any member of the Alliance staff.

The National Alliance to End Homelessness strives to create a diverse, inclusive, accepting, and safe space for everyone.

Virtual Session Logistics



Mute Button



Comment and Ask Questions in Chat



Slides will be provided at the end of the series



Participation encouraged



Camera's On



Training Series Overview



Breakouts: Get to Know your Colleagues

- Introduce yourself including:
- Name, organization, identities, and role
- Identify the top 3 takeaways you as a group hope to gain from participating in this training



First...when you arrive your breakout room, turn on your cameras, identify the note taker, and identify the reporter for the debrief

Why an Housing Focused Street Outreach Training?

- **Implement** a system-wide approach to ending unsheltered homelessness
- **Align** street outreach goals with the CoC goals to end homelessness
- **Provide** proactive engagement, and housing-focused Outreach to reach people not otherwise accessing services
- **Increase** the number of people who exit from unsheltered homelessness to permanent housing (and decrease the number exiting back into homelessness)
- **Shorten** the length of time people experience unsheltered homelessness



Thoughts...

Respond to each of the following...

- When I think of Street outreach across our continuum of care, the first word that comes to mind is...
- I wish our Street Outreach would...
- The greatest obstacle facing our unsheltered neighbors are...

AND Finally

- A word that describes how I am feeling about participating in the Housing Focused Street Outreach Training is...



Goal of a Homeless Response System that is Effective,
Efficient, and Equitable:

House people as quickly as possible and
divert people from imminent homelessness
whenever possible



Homeless Response System: **ENDGAME**

Homelessness is rare, brief, and one-time

- People in a housing crisis have access to immediate help, including a safe place to go
- People are not unsheltered
- People do not spend long periods of time homeless
- People exit homelessness quickly and do not quickly cycle back into homelessness



Effective, Equitable and Efficient Homeless Response System: **APPROACH**

Use a systemic approach

to align interventions and resources across programs in a coordinated way around this common goal



Effective, Equitable and Efficient Homeless Response System: ENDGAME

Homelessness is rare, brief, and one-time

- People in a housing crisis have access to immediate help, including a safe place to go
- People are not unsheltered
- People do not spend long periods of time homeless
- People exit homelessness quickly and do not quickly cycle back into homelessness
- Black, Brown and other people of color are not overrepresented in those experiencing homelessness



Effective, Equitable and Efficient Homeless Response System: **PERFORMANCE**

Establish systemic performance measures

1. Reduce in-flow into homelessness
2. Increase exits to permanent housing
3. Decrease average length of homelessness
4. Decrease returns to homelessness



Homeless Response System that is Effective, Efficient, and Equitable Increase System Flow

System Flow:

An efficient and coordinated process that moves people from homelessness to housing as quickly as possible



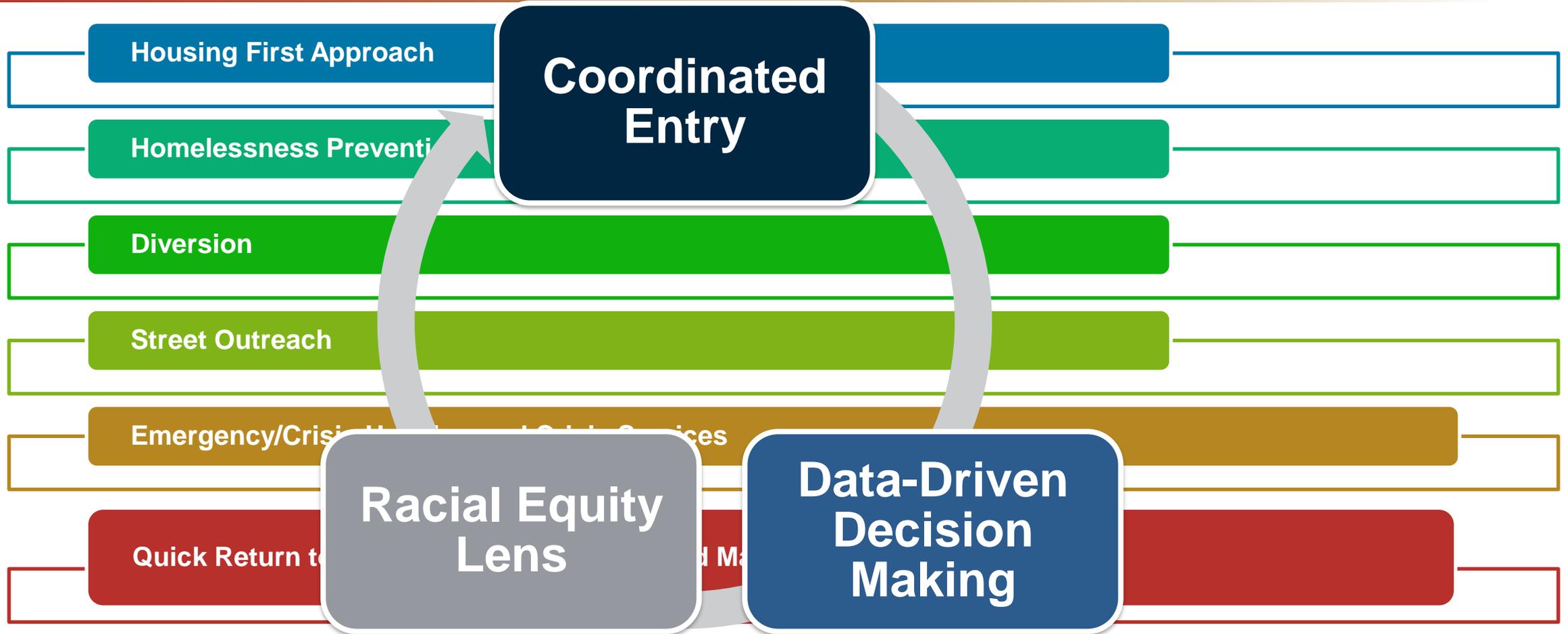
Homeless Response System: PRACTICE

Practice Standards Across all Programs

- **Equity as the Foundation** to ensure that the homeless response system is a system where all who are served have a safe, stable home.
- **Housing First** approach across all interventions within the system
- **Diversion** from imminent homeless system when safe and appropriate
- **Rapid identification** and engagement of people experiencing unsheltered homelessness to connect them to crisis services and housing assistance
- **Quick, accessible, low-barrier** pathways to shelter and other crisis services with short stays in shelter
- **Rapid connection** to permanent housing for all sheltered and unsheltered people, whether or not they are matched to a housing resource through coordinated entry



Elements of an Effective Homeless Response System



In the poll...

Using one word, describe the first feeling/thought that comes to mind when you think of housing first?



Housing First Approach

Housing First is a homeless assistance approach that prioritizes providing permanent housing to people who are homeless as quickly as possible and connects them to supports necessary to sustain that housing



AFFORDABLE HOUSING

Why Housing First?



Housing First: People experiencing homelessness deserve housing first without preconditions.



Crisis/Stress Biology: The neurohormones related during stress drive people to unconsciously prioritize short term rewards.



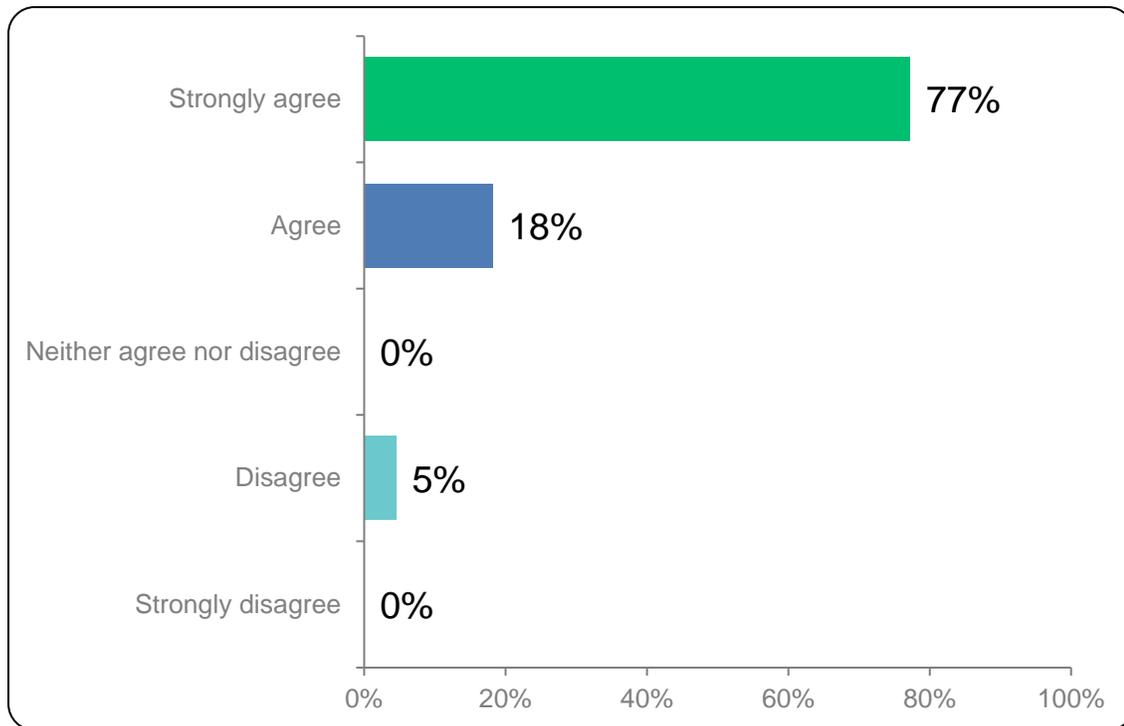
Maslow's Hierarchy of Needs: Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other, "higher," needs.

Housing First

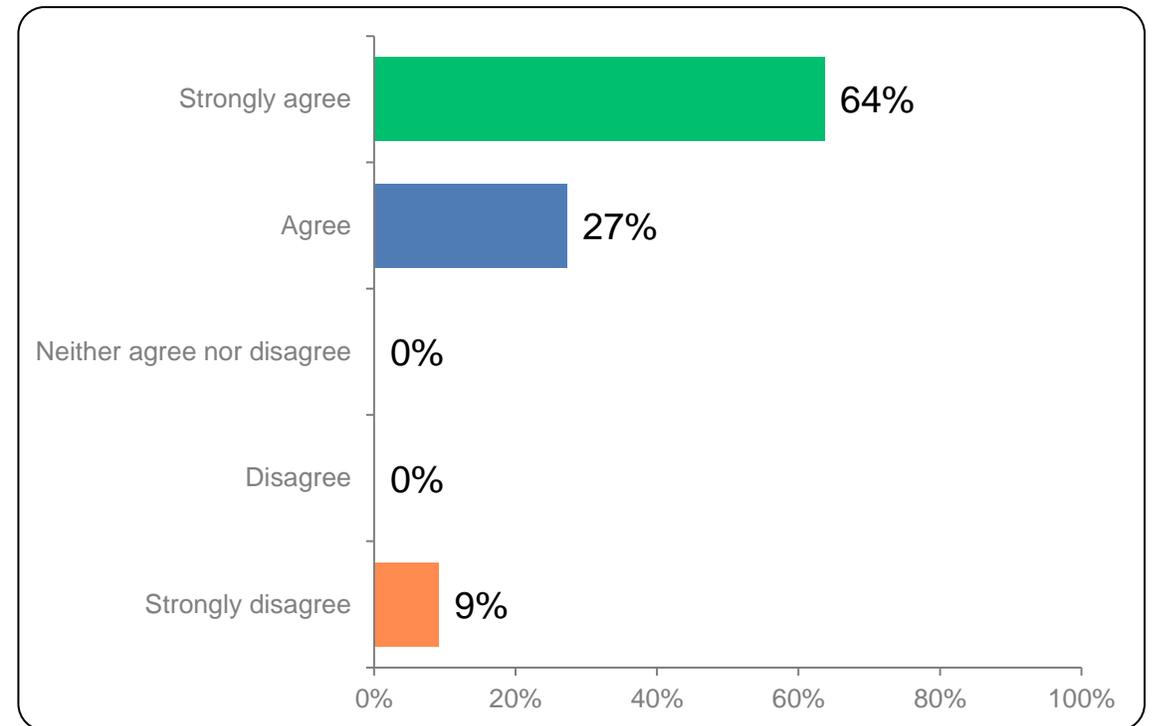
HOUSING FIRST IS NOT	HOUSING FIRST IS
Just one type of program (not just PSH)	A system-wide philosophical approach to many types of homeless assistance interventions
One-size fits only	A philosophy that values flexibility, individualized supports, client choice, and autonomy
Housing only	Supportive services that people choose for themselves are a critical part of a Housing First approach
Setting people up for failure	The provision of a foundation of stability and health through permanent housing
A way to prioritize one population over another	A way to provide a housing intervention for everyone regardless of the severity of their needs

I understand the definition of Housing First

Provider

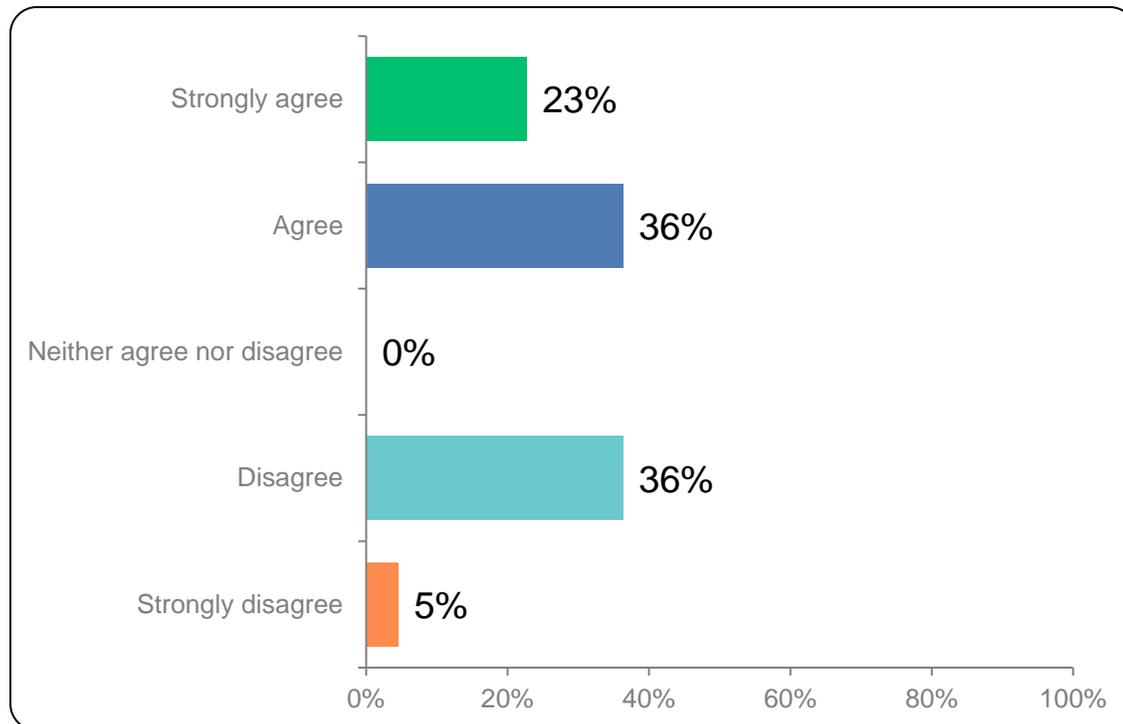


Leadership

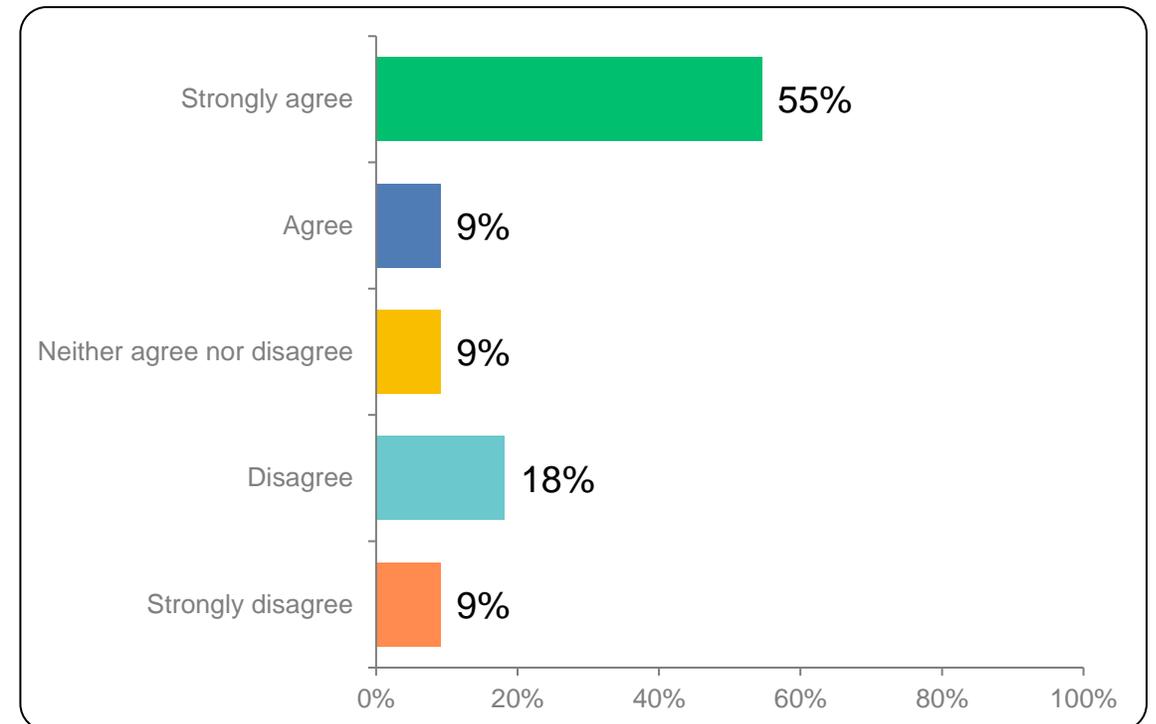


All persons experiencing homelessness are ready for housing and should be connected to housing quickly while at the same time connecting them with services to assist in their housing stability.

Provider

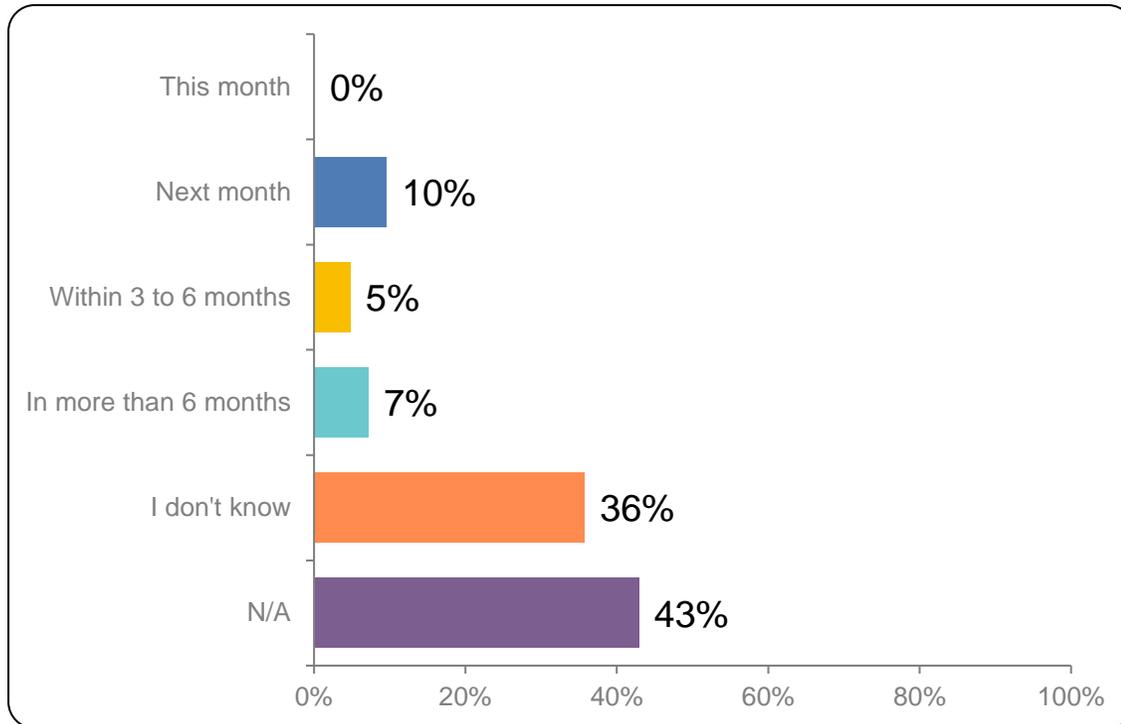


Leadership

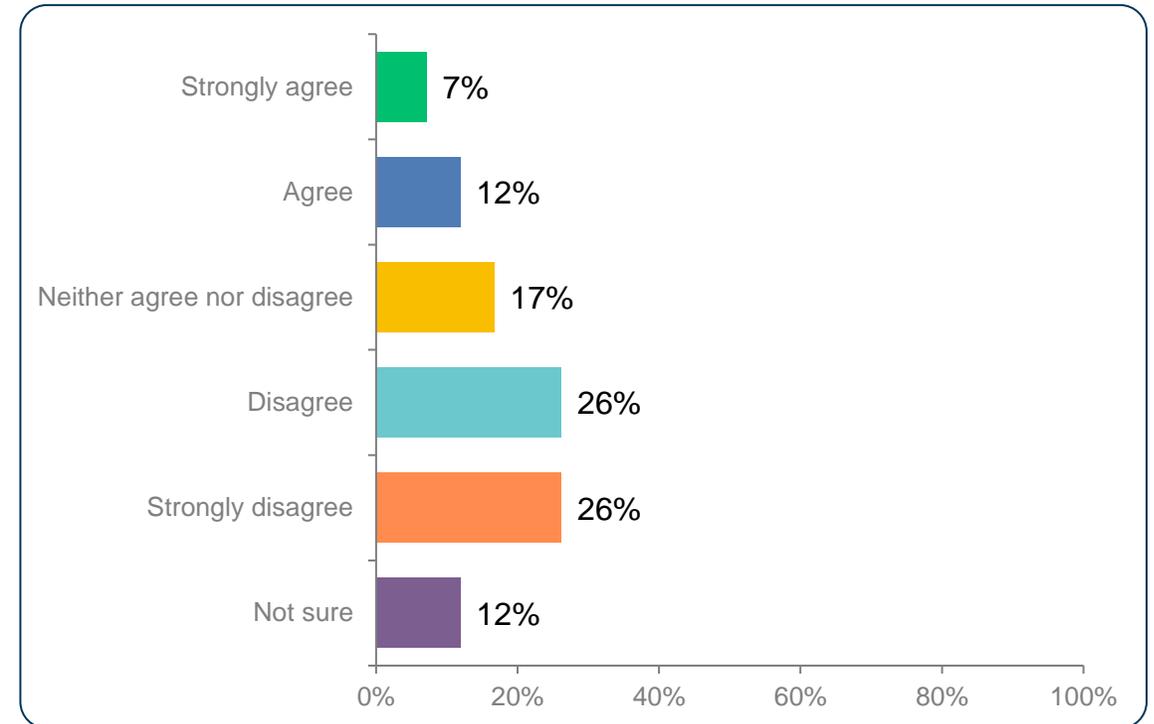


Lived Experience

If you are currently NOT housed, when do you expect to be housed?



When I first became homeless, I was assisted in developing a plan to find permanent housing within the first month of connecting with services.



Wait....Does Housing First apply to Street Outreach?

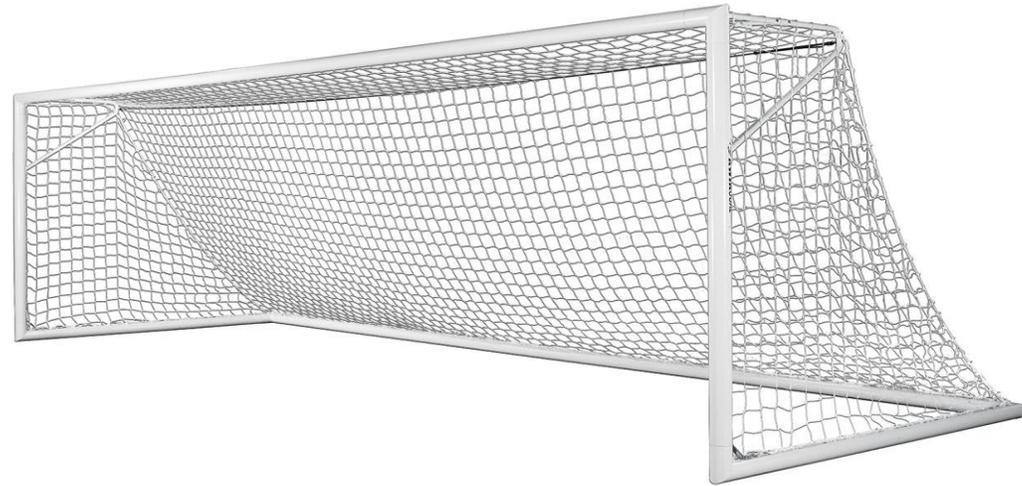
- Yes!!
- Housing first means street outreach actively works to get people housed quickly as possible
 - Without any mandated service participation
 - Working to get documents for housing
 - Housing focused conversation



THE ROLE OF STREET OUTREACH IN SYSTEM FLOW



Sooo, just what is the goal of Street Outreach?



Break Out Discussion:

What is the **ROLE** of Street Outreach in Your Homeless Assistance System?

1. What is the purpose of Street Outreach?
2. Who is Outreach best utilized for?
3. Who does Street Outreach not work for?



First...when you arrive your breakout room, turn on your cameras, identify the note taker, and identify the reporter for the debrief

Who street outreach is for or doesn't work for

- Should work for everyone living unsheltered
- It's for everyone – with a focus on finding and engaging folks least likely to receive services otherwise
- Literally living in places not meant for human habitation
 - Serious MH/BH, addiction, etc.
 - Disconnected or trespassed from site-based services

Should not focus on...

- Folks served in other programs, especially shelter and housing

Purpose of Outreach?

- To provide engagement
 - Meet and provide life saving needs
 - Focused on meeting the immediate crisis at hand
 - Not coordinated with other outreach providers
 - Self-directed resource/information and referral
 - Light touch services
 - Focused on shelter entry

OR

- To end homelessness
 - Resolve housing crises permanently
 - Facilitate self-resolution
 - Re-house people quickly
 - Reduce unsheltered homelessness
 - Create better system flow
 - Connect people to coordinated entry
 - Connect people to housing search and other resources to help stabilize them once housed

Role of Street Outreach

What role does it play in achieving the goal?

- Ensures individuals and households experiencing unsheltered homelessness are identified quickly and engaged immediately in life saving services, while focusing on quickly exiting people to housing
- Provides housing support to individuals where they at to engage housing problem solving for rapid exit, connect to rapid re-housing and other housing resources for exits to permanent housing.

POLL

Which of the following system performance measures does street outreach impact?

1. Reduce in-flow into homelessness
2. Increase exits to permanent housing
3. Decrease average length of homelessness
4. Decrease returns to homelessness

Chose all that apply

Break time!

See you back in 5 min



WHAT IS THE HOUSING-FOCUSED STREET OUTREACH FRAMEWORK



What Do We Know About Street Outreach?

Looks different in every community

Usually serves the most vulnerable

Engage the highest needs who often lose shelter beds due to non-compliance issues

What is Housing Focused Street Outreach

Housing-Focused Street Outreach (HFSO) is an engagement strategy that prioritizes connecting people experiencing unsheltered homelessness to lifesaving, person-centered, and culturally responsive services and resources while actively working towards securing stable and permanent housing solutions. This approach is characterized by five distinct core elements:



Data and Impact Analysis to Inform Decision-Making



Strategic Collaboration and Partnerships



Person-Centered Engagement

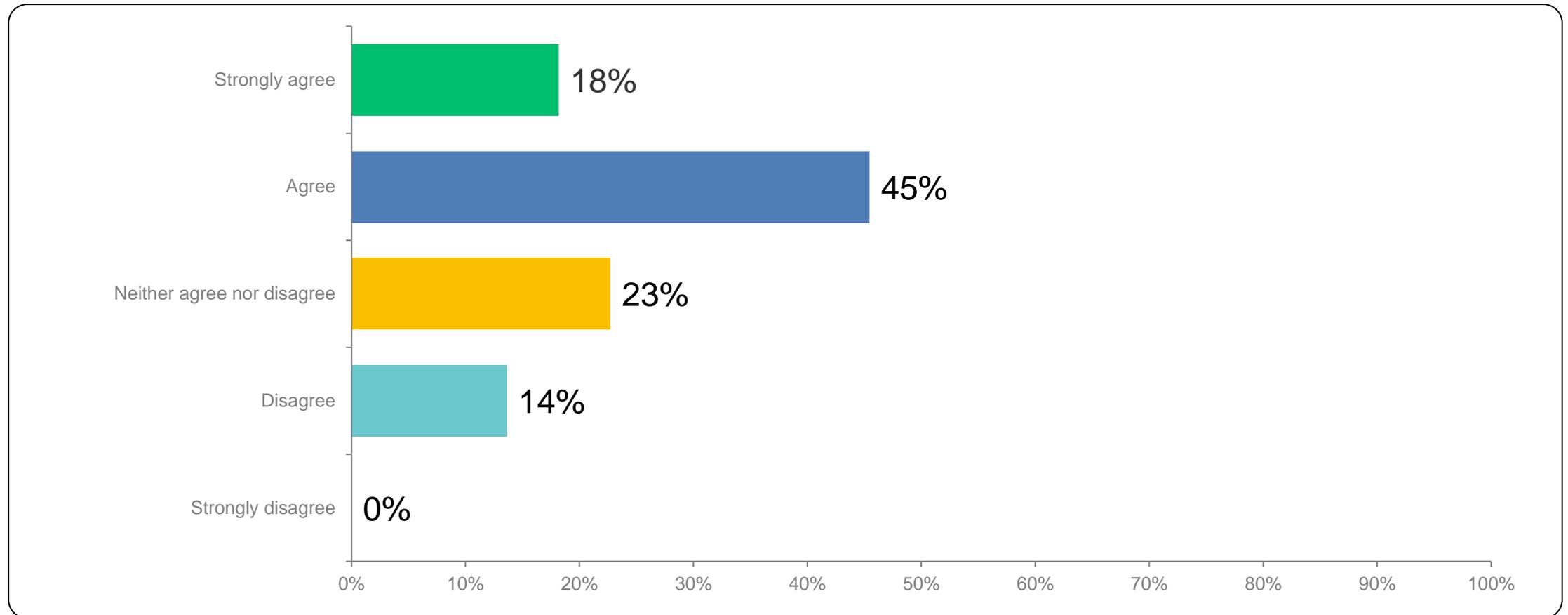


Promotion of Community Health and Safety



Housing-Focused Approach Anchored in Housing First

Our community utilizes a Housing-Focused Street Outreach approach that focuses on engagement, collaboration, and getting individuals connected to housing.



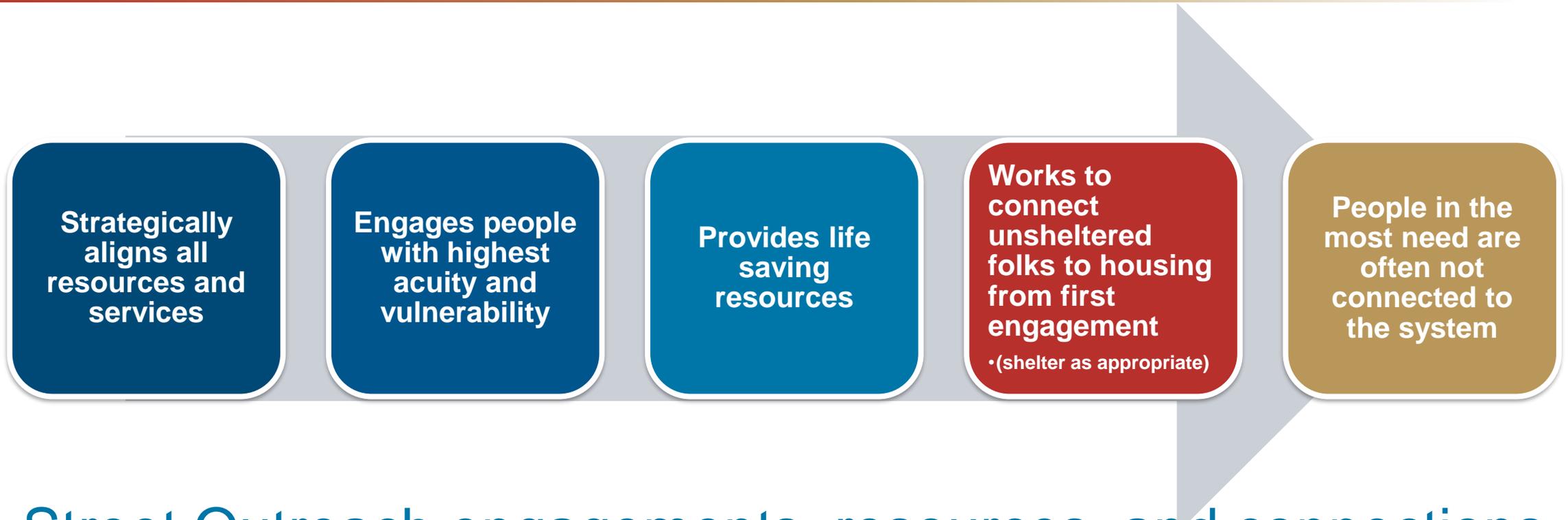
Two Ways to Approach Housing Focused Street Outreach

Specific team that works alongside all other street outreach team with a singular focus on housing

Coordinate all street outreach providers (no matter the focus) to set clear and specific roles towards permanent housing



Why Is HFSSO So Important?



Street Outreach engagements, resources, and connections impact **system performance, outcomes, and flow.**

Types of Unsheltered Homelessness

Unsheltered homelessness is defined as a person or family who has a primary nighttime residence in a place not meant for human habitation (e.g., park bench, vehicle, subway station, airport, campground, abandoned building). People who experience unsheltered homelessness do so as:



Individuals



Family Units



Encampments

[CoC and ESG Homeless Eligibility - Category 1: Literally Homeless - HUD Exchange](#)

Types of Outreach

**General Street
outreach**

**Clinical Street
Outreach**

**Local Community-
Based Outreach**

**Direct
Encampment-to-
Housing Outreach**

**Place-Based
Outreach (In-
Reach)**

**Crisis Response
Outreach**

**Non-Crisis Law
Enforcement
Homeless
Outreach Teams
(HOT)**

**Peer-Led
Organization**

**Subpopulation-
Focused
Outreach**

**Multidisciplinary
Street Outreach
Teams**

Where to begin

- Identify all the different outreach programs operating within your communities.

Effective Outreach Create System Flow and Performance

- Systemic Alignment and coordination of Practice Across Outreach
- Analysis of Why Some People Do Not Engage
- Engage and Listen to People with Lived Experience
- And...
- Then Make Changes!

Before adding more outreach, look at what you currently have in your system. What are barriers? Is Outreach coordinated?

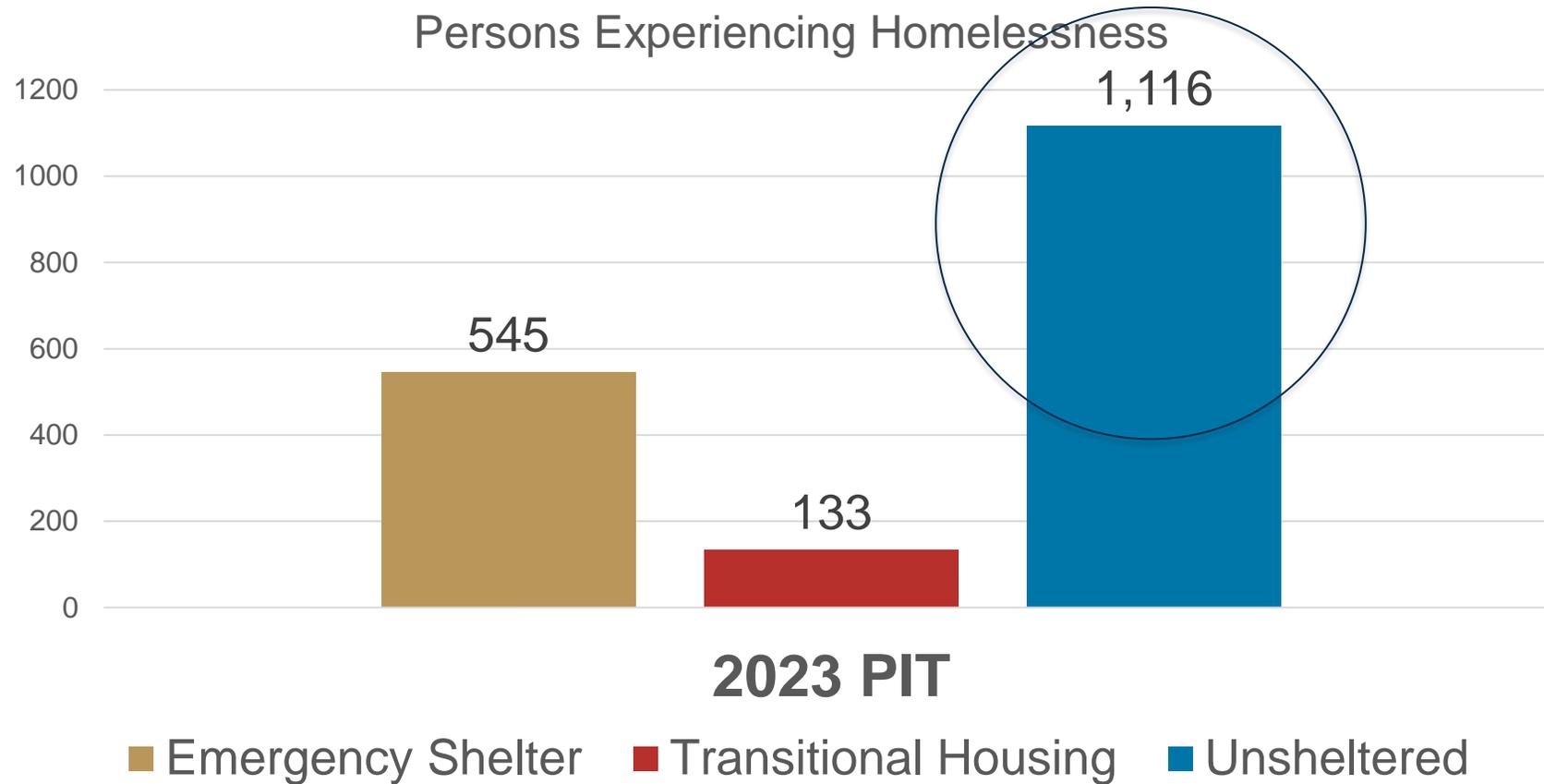
WHAT DOES DATA TELL US?

Unsheltered Homelessness Austin/Travis County System Flow

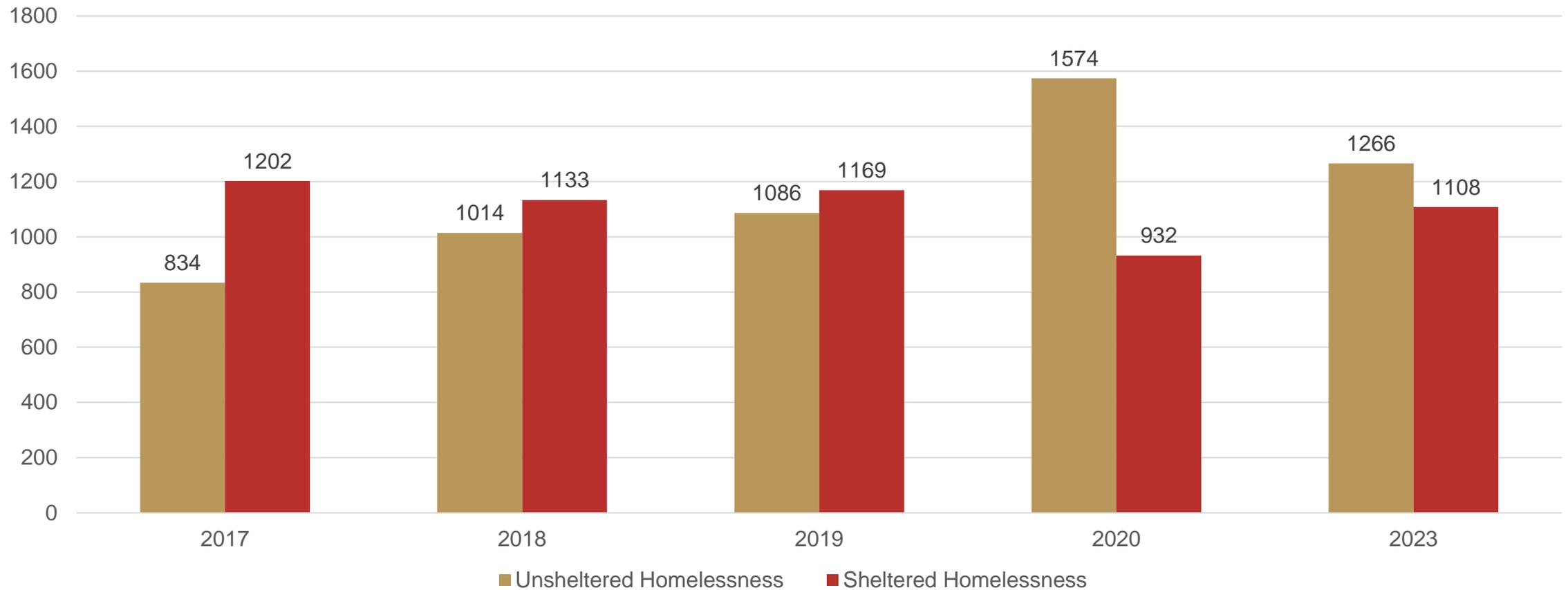


Local Data

Austin/Travis County 2023 PIT

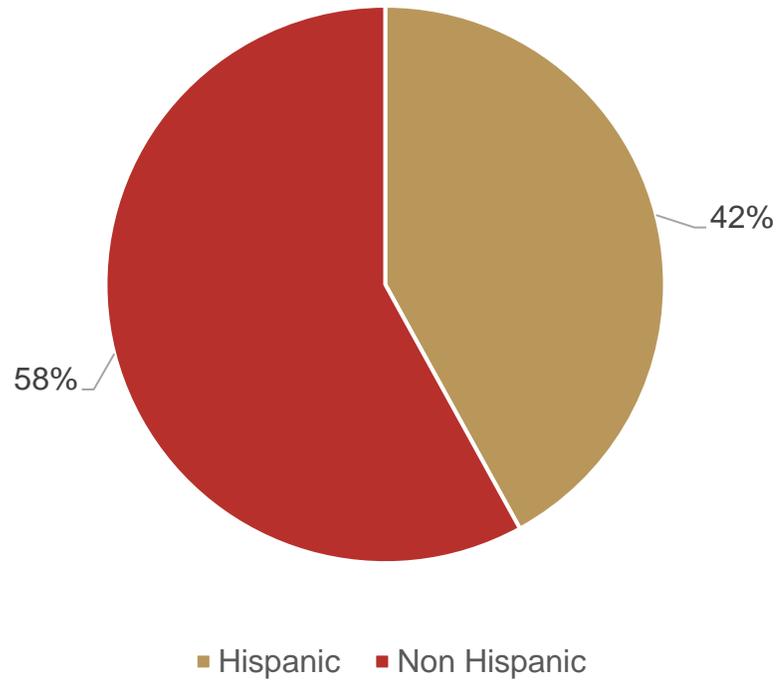


Homelessness Numbers

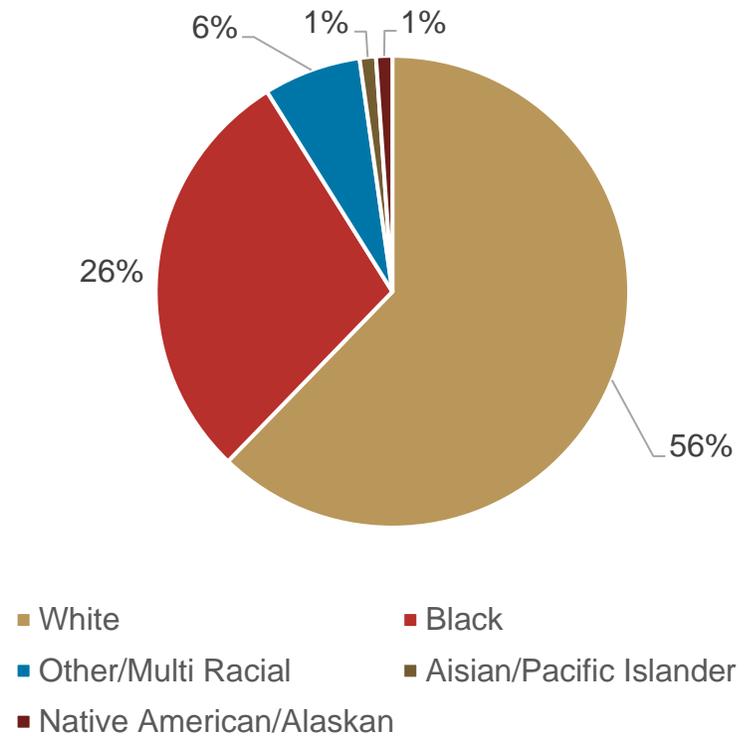


Who are they

Ethnicity

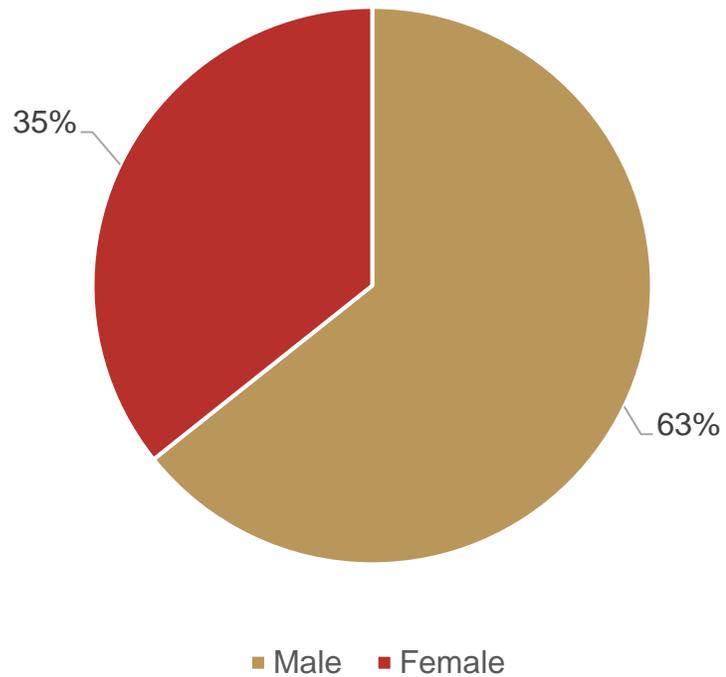


Race

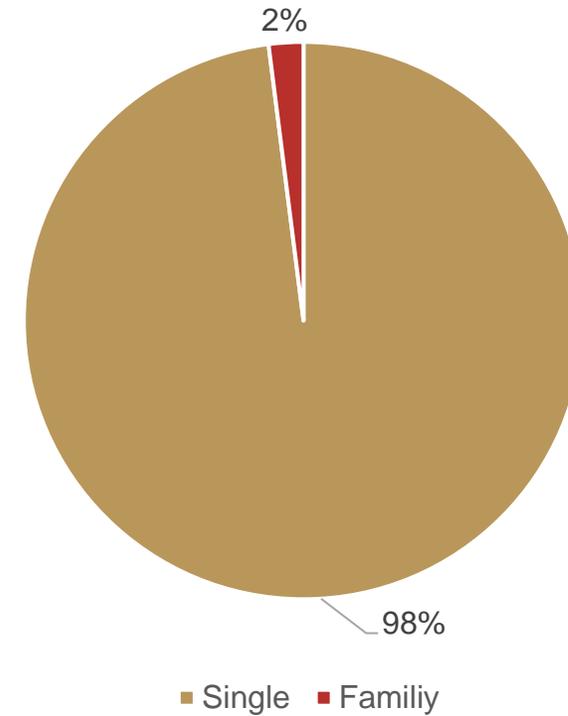


Gender and Household

Gender

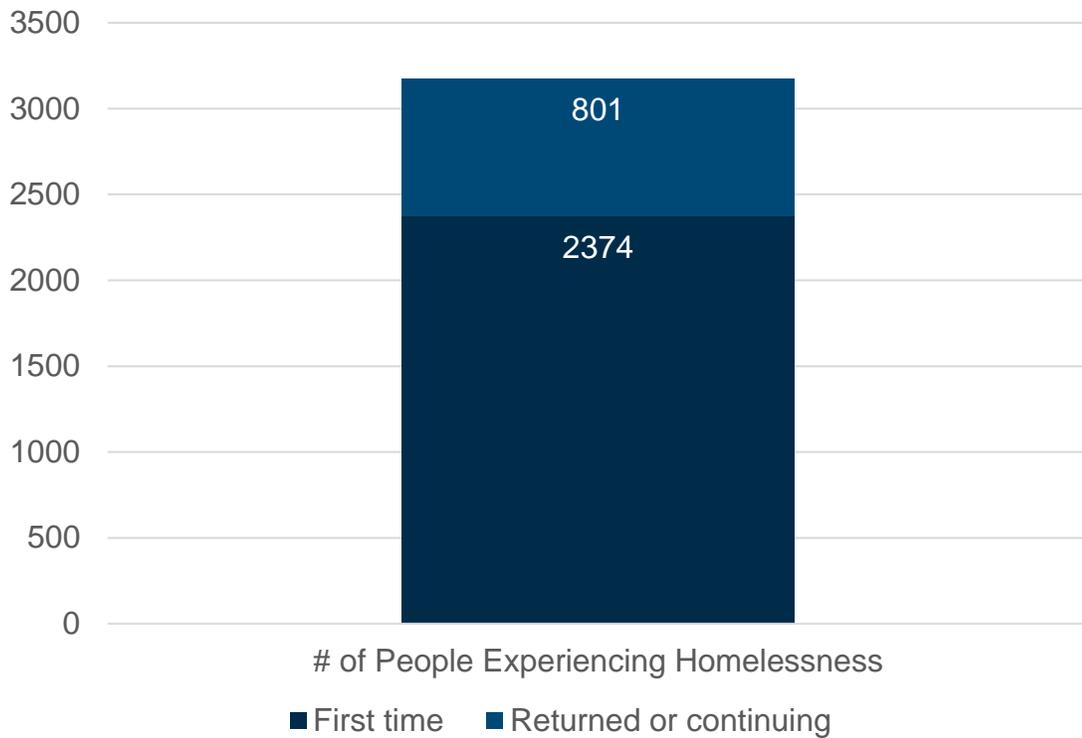


Household

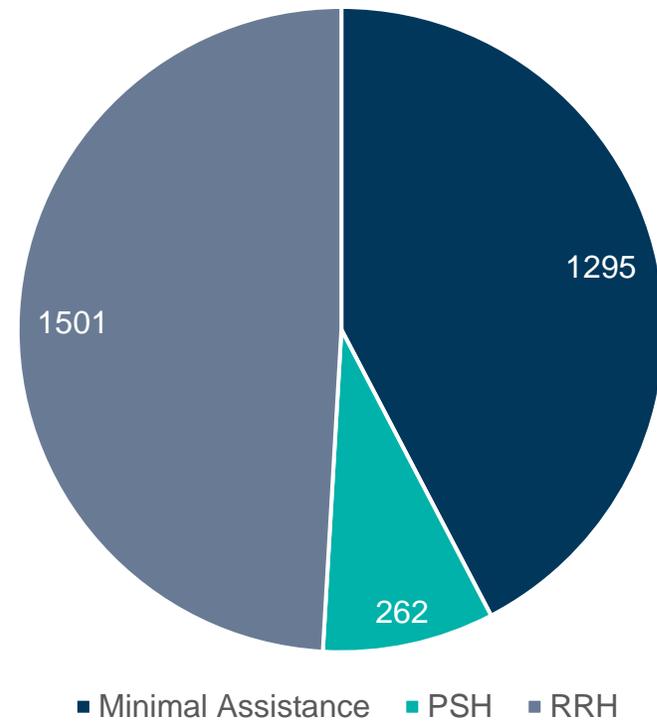


Reality of the numbers

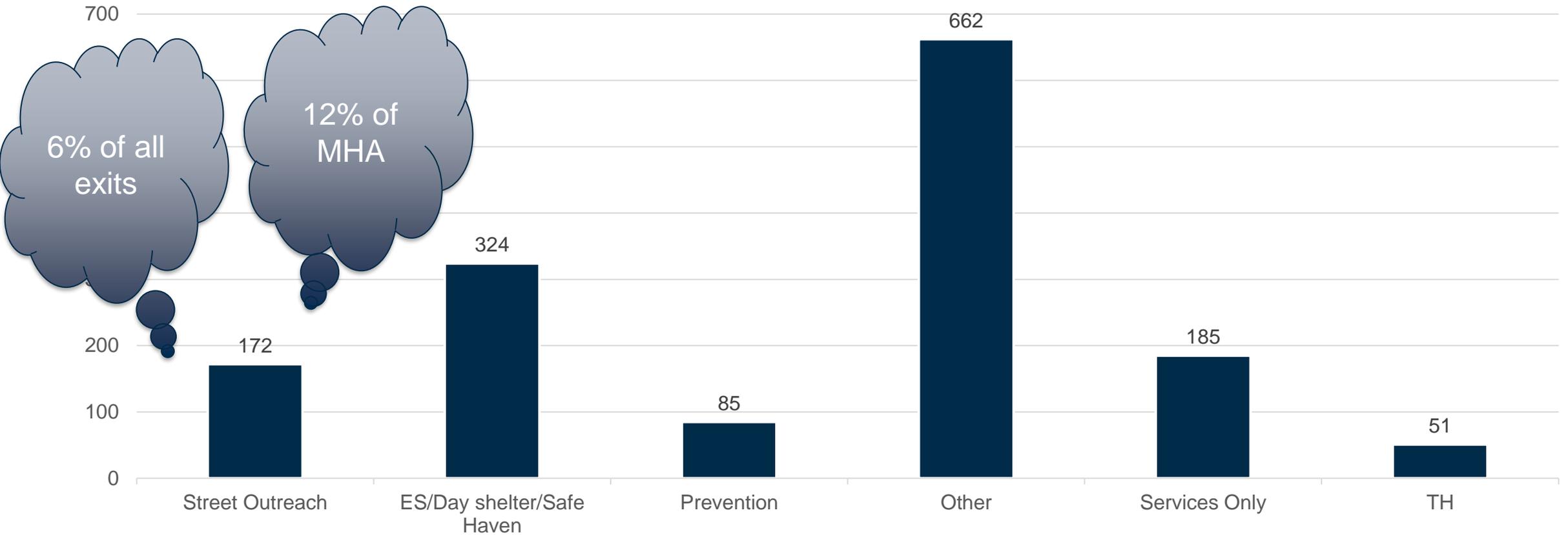
2023 AHAR (annual)



People Housed Annually



Minimal Housing Assistance People Moving Into Permanent Housing in 2023

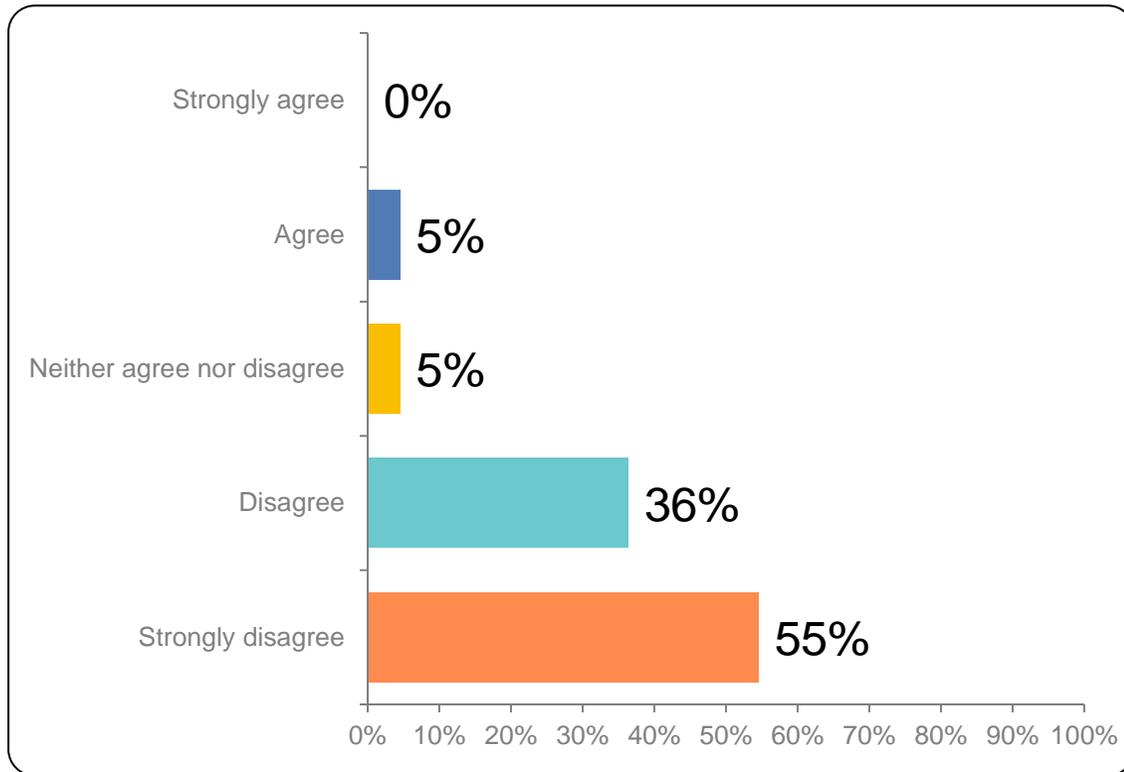


WHY IS THE HOUSING-FOCUSED STREET OUTREACH FRAMEWORK

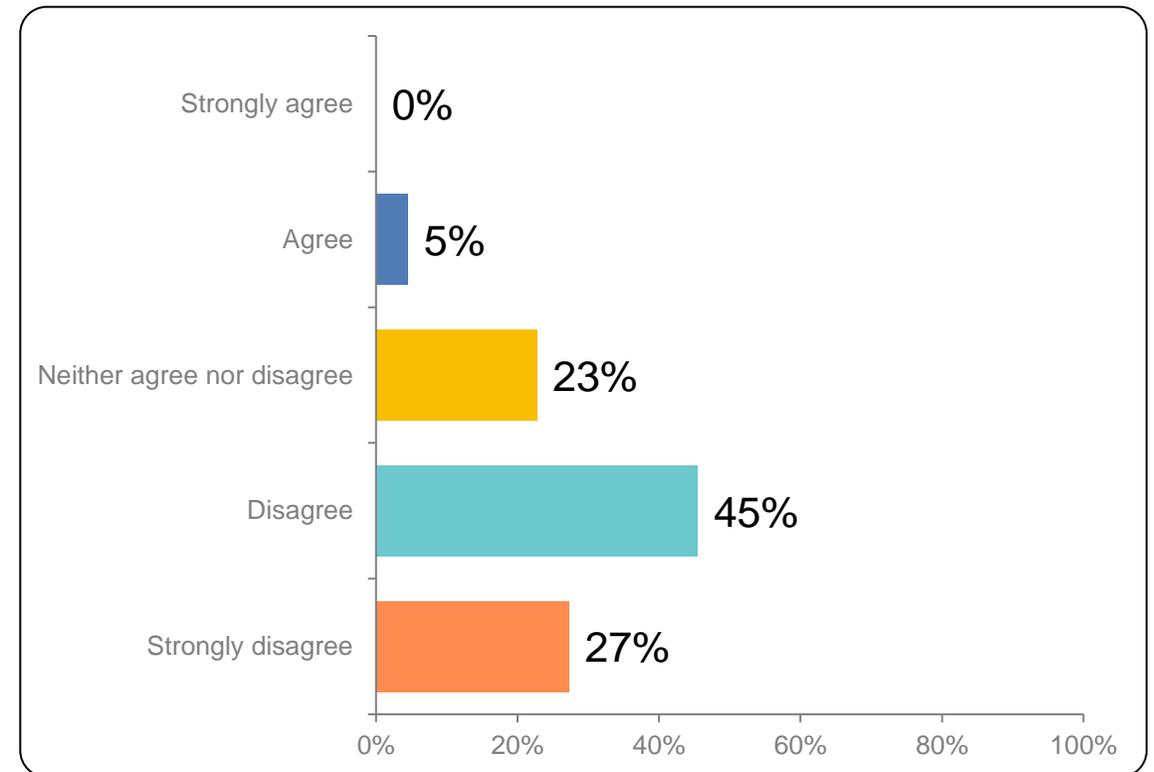


Reality of the available resources.

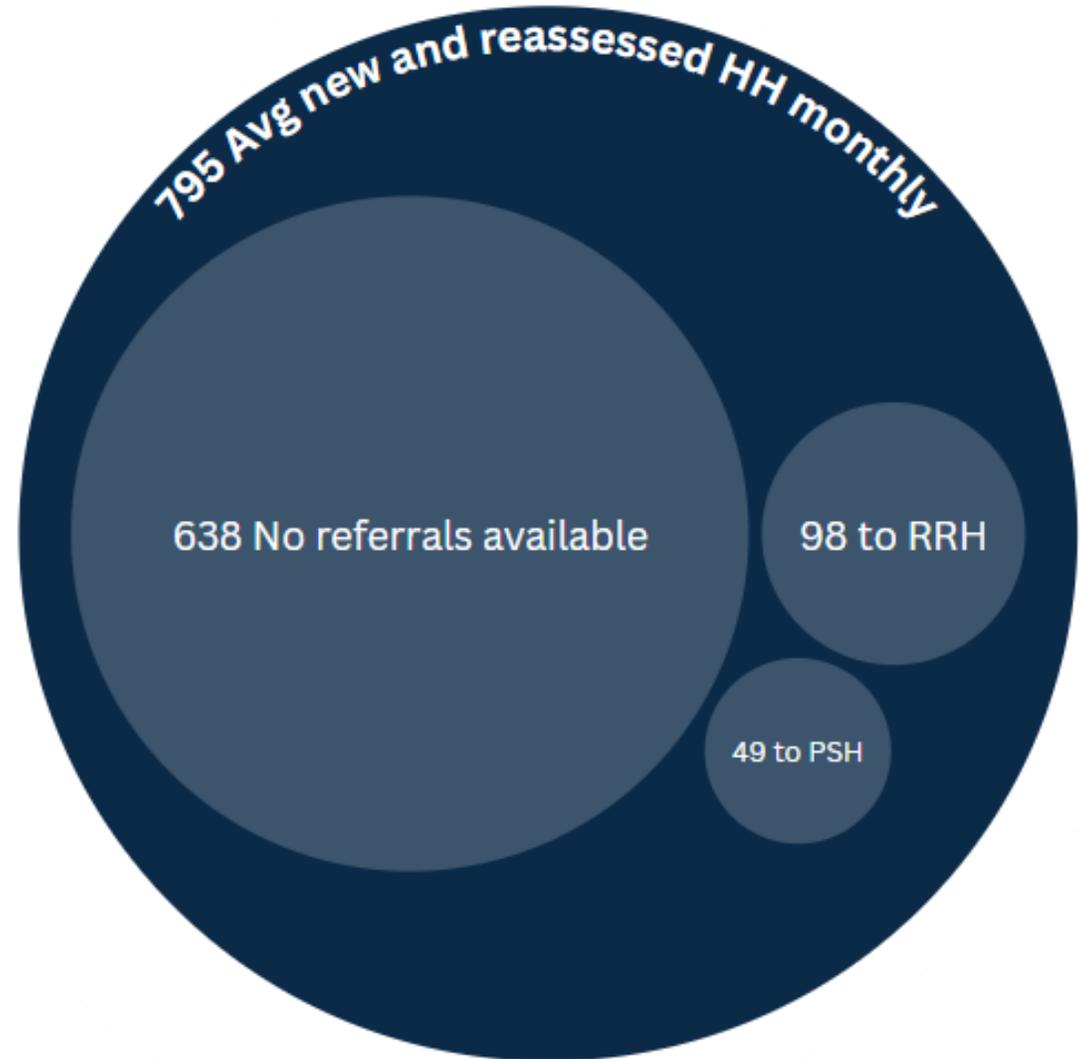
Available adequate shelter...



Sufficient rapid rehousing resources



2024 CES Numbers



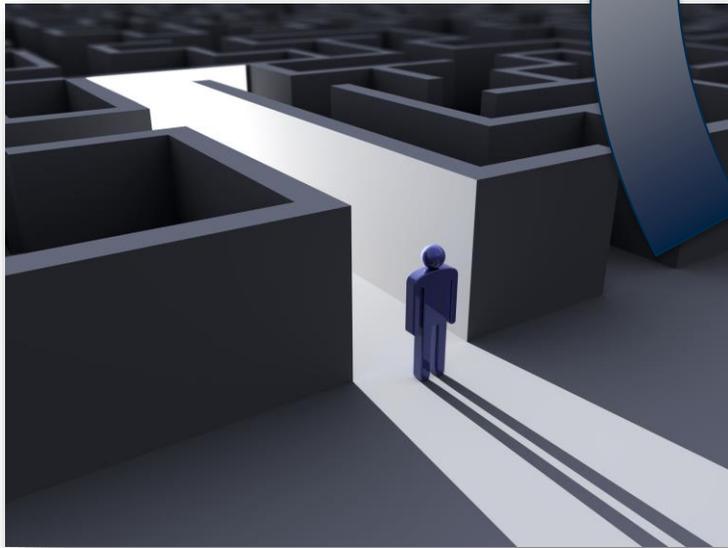
S000....

Ideally, Street Outreach...



Connect to Housing Options

Outreach in the CRISIS RESPONSE SYSTEM



- Housing crisis resolution
- Shared Housing
- Family and Friends
- Rapid Re-housing
- Permanent Supportive Housing
- Market rate housing
- Voucher
- Crisis Housing as available

Street Outreach operates as part of the Crisis Response System by...Ideally

Integrated in CES

- Integrated with coordinated entry system clear assessment process, direct clear shelter connection

Problem Solves

- Uses Housing Problem Solving with all

Prioritizes Coverage

- Prioritizes coverage for the most in need individuals

Provides Access

- Provides immediate and low-barrier access through coordinated entry to shelter and crisis services without barriers to entry, as stable housing and supports are being secured

Aligns with Needs

- Practice must align with what unsheltered people need

Connects to Housing

- Quickly connects people who experience homelessness to housing assistance and/or services tailored to the unique strengths and needs of households

Breakout Discussions

1. What are some of the biggest challenges to connecting to people experiencing unsheltered homelessness in your community?
2. What are some of the biggest challenges to successfully get people off the street in your community?



First...when you arrive your breakout room, turn on your cameras, identify the note taker, and identify the reporter for the debrief

Training Series Overview

Week One

- Effective Homeless Response Systems
- Role of Street Outreach an a effective system
- Introduction to Core Components of Housing Focused Street Outreach

Next week

Week Two

- Understand the Importance of Data and How to Use It
- Key Street Outreach Data Element
- Strategic Collaboration and Partnership

Week Three

- Understand the principles Person Centered Approach
- Understand the community and program role in Street Outreach Success
- Promotion of Community Health and Safety pt.1

Week Four

- Promotion of Community Health and Safety pt.2
- **Housing-Focused Approach Anchored in Housing First**
- Taking Action

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Recap: Core Elements of HFSO



Data and Impact Analysis to Inform Decision-Making



Strategic Collaboration and Partnerships



Person-Centered Engagement



Promotion of Community Health and Safety



Housing-Focused Approach Anchored in Housing First

Three C's of Affective Outreach



Consistent



Compassionate



Connection



Regional Outreach Collective (ROC) Chattanooga, TN

Where are you in your Transformational Change?

Old Outreach Model

New Outreach Model

Need for Change

Confusion

Anxiety/Loss

Clarity

New Vision

Integration

Restructuring



Q&A

