

An aerial photograph of a city skyline, featuring a prominent skyscraper with a pointed top. The image is overlaid with a colorful abstract graphic consisting of wavy, translucent bands in shades of blue, green, and red. The text is centered over the image.

AUSTIN/TRAVIS COUNTY STREET OUTREACH WRITTEN STANDARDS

Summary of Key Guidelines and Services

COLLABORATION

TOOF

ECHO

LifeWorks

PLE

SAFE

CAP
Metro

HOST

HSO



ENGAGEMENT & SUPPORT

- Provide hygiene kits, food, clothing.
- Warm handoffs to medical, mental health, and housing services.
- Assist with transportation to those services.

COORDINATION & COMMUNICATION



Attend outreach coordination calls.



Participate in governance meetings.



Share service locations in HMIS.

HOUSING & SHELTER ASSISTANCE

- Help with shelter/housing waitlists.
- Inform clients of housing opportunities.
- Conduct assessments and explore diversion possibilities.
- Distribute outreach contact info.





INCLEMENT WEATHER

Inform about incoming inclement weather

Provide information about cooling/warming center locations.

Street Outreach provider will assist with transport to warming/cooling centers and cold weather shelter via vehicle, bus pass, or give information on transportation options



ESSENTIAL STAFF TRAINING

- Required Training:
 - - CPR, First Aid, Harm Reduction, De-escalation
 - - Trauma Informed Care, Strength-based strategies
- Additional Training:
 - - Opioid reversal, Mental Health First Aid
 - - Cultural competency, Motivational Interviewing
 - Ongoing professional development encouraged.



STREET OUTREACH SUPPORTIVE SERVICES

- Provide basic needs.
- Assist with vital documents.
- Link to benefits, employment, education, housing, and health services.
- Advocate for those we serve.