

Targeted Outreach and Program Navigation

Program Overview

Due to a housing shortage in our community, many individuals experiencing homelessness spend a significant amount of time unsheltered before receiving a referral to Permanent Supportive Housing (PSH). Once they receive that referral, PSH providers are required to verify eligibility requirements and ensure various documents are in place to maintain compliance with their contracts and ensure the stability of their PSH contracts. However, this process oftentimes causes delays to the unhoused individual being able to move-in quickly after receiving a referral to a PSH program.

This Targeted Outreach and Program Navigation program seeks to fill that gap and shorten wait times between referral to move-in, by funding additional staffing capacity to provide support at the point between referral and move-in.

The objectives of this program are to:

1. Improve PSH System Flow by decreasing wait times for clients pulled for PSH between referral and move-in, thereby increasing the “take up” rate for PSH.
2. Increase efficiency and effectiveness of PSH System through improved collaboration and partnership between Street Outreach and PSH Providers.

Why does our Homeless Response System (HRS) need Targeted Outreach and Program Navigation?

- Underfunded Street Outreach programming (and currently no Program Navigation programming) for the most vulnerable.
- Disconnection between street outreach and housing providers creates fragmentation in the HRS.
- Discouraged and distrusting participants linked to limited services engagement prior to PSH referral.
- Increase likelihood of criminal justice involvement due to homeless criminalization and encampment enforcement.
- Increase acuity of chronic health, behavioral health and/ or substance use conditions.

What does Targeted Outreach and Program Navigation entail?

- Intensive Community Outreach including but not limited to utilizing multiple avenues to engage participants.
- Utilizing the Homelessness Response System (HRS) Be-On-The-Look-Out (BOLO) and Engagement Processes.
- Attending all HRS Permanent Supportive Housing (PSH) Staffing Meetings for service coordination with ECHO staff and PSH case managers.
- Working collaboratively with PSH Provider towards completeness of the PSH Program Eligibility Documents (PSH Packet) prior to PSH referral
- Actively engaging with Street Outreach and PSH providers to ensure a warm handoff and a smooth transition into housing.

What are the different roles involved in partnership and collaboration?

1. **Program Navigator Role** (*what this opportunity is funding*):
 - Provision of direct participant assistance and supportive services that bridge the process an individual goes through from being unhoused to being moved-in with a Permanent Supportive Housing (PSH) program
 - Participation in PSH Staffing Meetings

2. **Permanent Supportive Housing (PSH) Provider Role:**
 - Provision of permanent housing and supportive services, which includes a warm transition into PSH in collaboration with the program navigators
 - Participation in PSH Staffing Meetings

3. **ECHO’s Role:**
 - Creation of contract including eligible activities and costs, performance metrics, reporting requirements, monitoring expectations, program and budget evaluation, and payment schedule
 - Provision of training related to program delivery (Street Outreach, Street Outreach Data Entry, PSH Navigation & Eligibility); and bi-monthly meetings with the awarded agencies for problem-solving & support
 - Referral Coordination, including coordinating PSH Staffing Meetings, pulling PSH referrals from By-Name List, and assigning PSH referrals to Program Navigators for targeted outreach and program navigation
 - Provision of additional support in organizational capacity building, as needed

Annual Program Budget Per Agency

NOTE: The total award will cover two (2) agencies each for two (2) years**

	Eligible Activities	2024	2025
Staff	Salaries and Benefits (2 Navigators and .15 Supervision)	\$150,000	\$150,000
Direct Participant Assistance	Basic Needs Costs of Vital Docs Transportation Assistance Amrent Reports	\$37,500	\$37,500
Admin	Technology Equipment	\$37,500	\$37,500
Annual Total		\$225,000	\$225,000

Targeted Outreach and Program Navigation

Core Components

1. Targeted Outreach and Engagement
 - Intensive Outreach
 - Access to basic needs support
 - Shelter Coordination
 - *Authentic Engagement – rebuilding system trust through consistency, person-centered service delivery*

2. Vital Documents Assistance
 - Assessing what vital docs are needed.
 - Uploading any/ all vital docs into HMIS
 - Connecting to low barrier community-based resources
 - Supporting coordination and transportation for appointments to achieve vital docs.
 - Flexible funding to cover the costs of needed vital docs.

3. PSH Program Navigation
 - Third Party Homeless Verification
 - Documented Proof of Disabling Condition
 - *Authentic Engagement – PSH Program “warm handoff”*

4. Housing Planning
 - Running AmRents
 - Uploading to AmRents to HMIS
 - Housing Barriers
 - Housing Needs and Preferences
 - *Authentic Engagement- PSH Programming Expectations and Timelines*

5. SOAR Assessment
 - SOAR Questionnaire
 - SOAR Prioritization/ By-Name List