

Outreach Service Provider– Core Tasks Checklist

Outreach and Engagement

- Receive referrals from public agencies, first responders, and the general public to outreach and engage unsheltered individuals living in places not meant for human habitation.
- Conduct ongoing general outreach to places frequented by unsheltered individuals and households.
- Field-based work for clients that may move among various programs and locations.

Partnership Development

- Develop rapport and build an ongoing relationship with clients via regular and consistent contact.
- Utilize harm reduction and motivation interviewing skills to build trust and engage clients around priority felt and basic needs or emergency situations – food, health, income, transportation, etc.
- Establish communication links with and for clients – phone/cell phone, mailing address, e-mail, meeting locations, social support contacts.
- Provide psychological/emotional preparation and support for clients around obtaining housing and other resources - realistic expectations of wait times, eligibility questions, working with others and other systems, remaining hopeful, addressing fears/ambivalence, addressing unhealthy coping skills, communication skills

Triage Assessment

- Conduct brief assessments to determine needs and potential resources available to individuals in the County – chronic homelessness, health needs, public benefits, VA, HIV/AIDS, etc.
- Consider using Home Stretch VI-SPDAT or TAY triage tool to document high need.

Linkages

- Help clients link with housing resource centers, housing navigation services, and interim or bridge housing resources as desired and available; help individuals move from unsheltered to sheltered situations.
- Help link clients with public benefits including income supports and health insurance.
- Help link clients with appropriate health care services – primary care, behavioral health, dental, etc. – based on their expressed needs and priorities.
- Help identify and refer Home Stretch eligible clients to the Home Stretch registry
- Help link clients with appropriate legal resources – homeless caring court, record expungement services, probation housing resources