

# STREET OUTREACH

[ written standards ]

Pasadena Partnership to End Homelessness

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# [ Introduction ]

In accordance with Title 24 of the Code of Federal Regulations (24 CFR) Part 576 and 578, the City of Pasadena (City) and the Pasadena Partnership to End Homelessness (Pasadena CoC) have developed the following written standards for Street Outreach. These standards will apply to all projects that receive Pasadena Continuum of Care (CoC) funding for Supportive Service Only (SSO) grants for Street Outreach (SO) as well as Emergency Solutions Grants (ESG) funding for Street Outreach. In addition, all SO projects must comply with the applicable Notice of Funding Availability (NOFA) under which the project was originally awarded.

The goal of these standards is to synthesize key elements of the HUD regulations with the processes and priorities of the Pasadena CoC to ensure that SO projects are administered fairly and methodically. The City and the Pasadena CoC will continue to build upon and refine this document.

# [ Program Overview ]

Street Outreach should be principally focused to one goal: that of supporting persons experiencing homelessness in achieving some form of permanent, sustainable housing. While Street Outreach teams may use incentives to encourage trust and build relationships, or to ensure that homeless households' emergency needs are met, the awards made should be used with permanent housing as the end goal rather than simply seeking to alleviate the burden of living on the streets.

## **TARGET POPULATION**

Providers of Street Outreach services shall target unsheltered homeless individuals and families, meaning those with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.

## **UNIVERSAL ASSESSMENT**

All individuals and families served through street outreach programs will be assessed using a comprehensive, universal assessment tool called the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) in order to make an informed and objective decision regarding the level of need, recommended housing intervention of each family, and streamline eligibility determinations.

## **HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)**

All CoC and ESG-funded Street Outreach programs are required to enter clients in the Homeless Management Information System (HMIS) at first contact per the ESG and CoC Interim Rule (24 CFR 576 and 578). This helps to ensure coordination between service providers through the Coordinated Entry System (CES) while avoiding duplication of services and client data, and provides an opportunity to document homelessness.

## **COORDINATED ENTRY SYSTEM (CES)**

To help ensure homeless households receive immediate housing and minimize barriers to housing access, all individuals and families assessed through street outreach will be entered into Pasadena's Coordinated Entry System (CES) through HMIS. CES is a CoC-wide process for facilitating access for all resources designated for homeless individuals and families. This system ensures that every homeless individual or family is known by name, provides assistance based on the individual or family's unique needs, and matches them to the most appropriate service strategy or housing intervention. In doing so, CES ensures the Pasadena Partnership's limited resources are allocated to achieve the most effective results.

# [ ESG Eligible Activities ]

ESG funds may be used for costs of providing 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.

Eligible services under the ESG program include engagement, case management, emergency health and mental health, transportation services, and services for special populations (24 576.101). Of those services, the following activities are currently being provided through the Pasadena CoC, as need and appropriate: engagement, case management, emergency health services, transportation services, and services for special populations.

## **ENGAGEMENT**

Unsheltered persons are engaged for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.

Eligible engagement activities include:

- Making an initial assessment of needs and eligibility (VI-SPDAT)
- Providing crisis counseling
- Addressing urgent physical needs, such as providing meals, blankets, clothes or toiletries;
- Actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing, community-based services, permanent supportive housing, and rapid re-housing programs.

Eligible costs include the cell phone costs of outreach workers during the performance of these activities.

## **CASE MANAGEMENT**

Case management includes assessing housing and service needs, arranging, coordinating and monitoring the delivery of individualized services to meet the needs of the program participant.

- Eligible services and activities are as follows:
- Using the Pasadena Coordinated Entry System (CES)
- Conducting the initial VI-SPDAT
- Verifying and documenting program eligibility
- Counseling
- Developing, securing and coordinating services
- Obtaining Federal, State, and local benefits

- Monitoring and evaluating program participant progress
- Providing information and referrals to other providers
- Developing an individualized housing and service plan, including planning a path to permanent housing stability.

## **EMERGENCY HEALTH SERVICES**

Emergency health services include direct outpatient treatment of medical conditions and are provided by licensed medical professionals operating in community-based settings, including streets, parks, and other places where unsheltered homeless people are living. ESG funds may be used only for these services to the extent that other appropriate health services are inaccessible or unavailable within the area.

Eligible treatment consists of:

- Assessing a program participant’s health problems and developing a treatment plan
- Assisting program participants to understand their health needs
- Providing directly or assisting program participants to obtain appropriate emergency medical treatment
- Providing medication and follow-up services

## **TRANSPORTATION**

Transportation includes travel by outreach workers, social workers, medical professionals, or other service providers are eligible, provided that this travel takes place during the provision of eligible Street Outreach activities. The costs of transporting unsheltered people to emergency shelters or other service families are also eligible.

Eligible transportation costs include:

- The cost of a program participant’s travel on public transportation
- If service workers use their own vehicles, mileage allowance for service workers to visit program participants
- The cost of purchasing or leasing a vehicle for the recipient or subrecipient which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes, and maintenance for the vehicle
- The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation

## **SERVICES FOR SPECIAL POPULATIONS**

Services for special populations include services for homeless youth, victim services, and services for people living with HIV/AIDS, LGBTQ populations, persons with mental illness, and disabled persons, so long as the costs of providing these services are one of the above eligible Street Outreach activities. The term victim services means services that assist program participants who are victims of domestic violence, dating violence, sexual assault, or stalking, including services offered by rape crisis centers and domestic violence shelters, and other organizations with a documented history of effective work concerning domestic violence, dating violence, sexual assault, or stalking.

# [ CoC Eligible Activities ]

Supportive Service Only (SSO) funds may be used for street outreach. Eligible outreach service costs include the costs of activities to engage persons for the purpose of providing immediate support and intervention, as well as identifying potential program participants.

# [ Evaluation ]

Street Outreach programs will be evaluated based on HUD's Systems Performance Measures and reported on quarterly to ensure they are operating efficiently. Evaluation efforts will be led by the Pasadena Partnership, with guidance from the Homeless Planning & Research Committee.

Specific systems performance measures reported on will include:

## **SYSTEM PERFORMANCE MEASURE 2**

### **The extent to which persons who exit homelessness from street outreach to permanent housing destination return to homelessness**

System performance measure two evaluates recidivism, measuring the percent of returns to homelessness in people who exited from street outreach to permanent housing. Specifically, this measure looks at returns over three time periods as well as the overall number of returns over two years:

- Number returning to homelessness in less than 6 months
- Number returning to homelessness from 6 to 12 months
- Number returning to homelessness from 13 to 24 months
- Total number of returns to homelessness over 2 years

## **SYSTEM PERFORMANCE MEASURE 7**

### **Successful placements from street outreach to acceptable destinations**

System performance measure seven focuses on how successful street outreach projects are at helping people move off the "street" and towards permanent housing, recognizing this process may be direct or may involve other temporary situations along the way. This is important because people living on the street and in places not meant for human habitation are at an increased risk of death.

This measure calculates the percent of street outreach clients who had a positive exit as recorded in HMIS during the report period. Most destinations that move a client off the street are considered positive exits, with some minor exceptions, like jail or prison, and other places not meant for human habitation. The measure is looking for an increase in the percentage of people who exit to positive destinations from a street outreach project during the reporting period.

### **Positive Exits Include**

- Emergency shelter, including hotel or motel paid for with emergency shelter voucher
- Foster care home or foster care group home
- Hotel or motel paid for without emergency shelter voucher
- Moved from one HOPWA funded project to HOPWA TH



- Psychiatric hospital or other psychiatric facility
- Safe haven
- Staying or living with family, temporary tenure (e.g. room, apartment or house)
- Staying or living with friends, temporary tenure (e.g. room, apartment or house)
- Substance abuse treatment facility or detox center
- Transitional housing for homeless persons (including homeless youth)
- All permanent housing destinations

### **Negative Exits Include**

- Jail, prison or juvenile detention facility
- Place not meant for human habitation
- Client doesn't know, client refused, data not collected, no exit interview completed, or other

### **Exits that Should be Removed from the Denominator Include**

- Hospital or other residential non-psychiatric medical facility
- Residential project or halfway house with no homeless criteria

To learn more about HUD's system performance measures, please visit:

<https://www.hudexchange.info/programs/coc/system-performance-measures/>