

Program Requirements – Outreach

Outreach Programs funded through this RFA will serve persons who are unsheltered within Clark County, and focus on persons who are most vulnerable.

Minimum performance measures used for Outreach programs funded through this RFA:

System Goals	Anticipated Annual Outcomes
Increase the number of outreach staff trained to conduct coordinated entry housing and vulnerability assessments	100% of staff trained
Increase exits to permanent housing	At least 50% <i>or</i> Annual increase of 5%
Increase positive exits from street outreach	At least 80% <i>or</i> Annual increase of 5%

Program Goals	Anticipated Annual Outputs
Number of individuals referred to mainstream services (health, economic, spiritual, social, legal, etc.)	100%
Maximum caseload per full time staff	25

Program Goals	Anticipated Annual Outcomes
Individuals maintain or increase income	At least 50% <i>or</i> Annual increase of 5%
Number of individuals to complete SOAR application	1

Additional performance measures may be required in contracts, based on RFA proposals.

Outreach programs funded under this RFA must:

1. Promote Dignity and Respect

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Have expectations of program participants clearly communicated and easily accessible for review.
- d. Serve individuals in a trauma informed manner, providing choice, transparency, a clear explanation of role, flexibility, and accommodation, whenever possible.

- e. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.
- f. Practice cultural competency and provide appropriate accommodations for program participants across demographic differences. Take active steps to help their organizations and programs increase cultural awareness and improve delivery of services to historically underserved communities in Clark County.

2. Adopt a Housing First Approach and maintain a Housing Focus

- a. The primary purpose of outreach is to assist people with high needs who are living on the street in reducing housing barriers and accessing permanent housing options as quickly as possible.
- b. Maintain a client case load of no more than 25 individuals per full time outreach staff member.
- c. Have minimal expectations or requirements of people seeking assistance. Utilize a motivational interviewing approach to progress client progress. Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities.
- d. Households shall not be screened out of the program for the following criteria: having too little or no income; having poor credit or financial history; having poor or lack of rental history; having involvement with the criminal justice system; having active or history of alcohol and/or substance use; having a history of victimization; the type or extent of disability-related services or supports that are needed; lacking ID or proof of U.S. Residency Status; or other behaviors that are perceived as indicating a lack of "housing readiness," including resistance to receiving services.
- e. Formally collaborate with Coordinated Entry (HSC) to help program participants promptly access housing assistance. Actively participate in the local Continuum of Care and HCRS, to include: CBNL, VBNL, Coordinated Assessment Workgroup, HMIS Data Users Workgroup, and any others as appropriate.
- f. When an outreach client is housed, staff will work in concert with housing program staff to stabilize individual for the first two months.
- g. Use data routinely to regularly detect trends, monitor housing success and other performance measures.
- h. Be staffed by employees that are suitably trained to effectively utilize HMIS and provide Motivational Interviewing, Assertive Engagement, Progressive engagement, Diversion, Coordinated Entry Housing and Vulnerability Assessments, By-Name-List management, Trauma informed, Housing-focused services to a population with high barriers to housing. Staff should also provide great customer service and ensure the program offers services in a culturally aware and appropriate manner to each person based on their background and needs.
- i. Collaborate with the Clark County SSI/SSDI, Outreach, Access and Recovery (SOAR) program coordinator