**Dane CoC Written Standards Checklist- Street Outreach**

**Agency:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Program(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Standards** | **Yes** | **No** | **Comments/Plan for Improvement** |
| 1. Client-Centered Approach: Street outreach services embrace individual needs and choices. This entails:
2. Conducting individualized needs assessments
3. Informing participants about emergency shelters, temporary housing, and permanent housing options
4. Referring eligible participants to Coordinated Entry housing priority lists
5. Facilitating connections to preferred permanent housing solutions
6. Addressing immediate physical requirements (meals, clothing, etc.)
7. Assisting participants in accessing eligible mainstream benefits and resources
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| 1. Mobile Outreach Focus: Outreach efforts prioritize mobility, reaching participants on their terms, rather than expecting them to visit facilities.
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| 1. Engagement: The engagement process is vital in street outreach, especially when individuals are initially unwilling or uncertain about seeking assistance. Building trust and rapport through persistent follow-ups and check-ins is essential, while respecting individual autonomy and choice. Coordination with other outreach teams should be explored if a person refuses engagement.
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| 1. Long-Term Engagement and Participant Exit: Generally, outreach staff will remain committed to supporting individuals until they obtain permanent housing. Participants will be exited from the street outreach program when they have:
2. Secured permanent housing; or
3. Enrolled in other supportive services, such as CCS, CSP and shelter case management services, and expressed no further desire to receive street outreach services. (Street outreach staff can continue to work with participants enrolled in other case management services if they meet the street outreach eligibility and wish to continue to work with street outreach.); or
4. Had no contact with outreach staff for a continuous period of 90 days, despite staff’s efforts to connect.
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| 1. Coordinated Entry Hub: Street outreach staff who use HMIS may become mobile hubs in the CoC Coordinated Entry (CE) system. Initial certification and ongoing training is required to ensure competency in conducting CE assessments.
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| 1. Collaboration and Service Coordination: To enhance effectiveness and avoid duplication, street outreach teams actively participate in CoC’s outreach case conferencing meetings and ensure timely HMIS entries. Refer to the most up-to-date [HUD ESG Program HMIS Manual](https://www.hudexchange.info/resource/4447/esg-program-hmis-manual/), specifically the Street Outreach section.
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| 1. Documentation and Eligibility: Prior to referral to a PSH program that requires chronic homeless verification, the following documentation must be completed and submitted to the Coordinated Entry Manager within 60 days of Tier 2 prioritization:
* Documentation of disability
* Homelessness documentation: evidence of the length and frequency of homelessness consistent with HUD’s chronic homeless definition

 For participants enrolled in multiple programs, the program designated to complete the Tier 2 assessment will take the lead on collecting documentation and providers will collaborate to ensure documentation is completed.  |  |  |  |
| **Coordinated Entry Section pertaining to Street Outreach** |  |  |  |
| 1. Street Outreach staff serving as Coordinated Entry mobile assessment hubs will complete the full Tier 2 assessment with clients who are invited to do so.
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| 1. If a household declines to complete the Tier 2 assessment, staff must continue to engage with them.
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| 1. Services are accessible to individuals with Limited English Proficiency. When an individual needs services in a language other than English, every effort will be made to find a qualified person who speaks the needed language. If a qualified person is not available, then a language line will be used to communicate with the individual. Individuals needing language assistance will be served as they present. They will not be asked to wait for services.
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Suggested Updates:

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