

Outreach Committee Minutes

Monday, April 25, 2025

Noon-1:30 pm

Attending: Patrick Duffie, Sarah Lim, Joe Galey, Jamie Rousseau, Angela Alcorta, Diana Walker, Sarah Churchill, Zoua Xiong, Michael Moody, John Adams, Arret Druley, Wendy Siwert, Connie Walton

1. Welcome and introduction—A Check-in is done by chat with the full name and agency for a record of participation in the meeting.

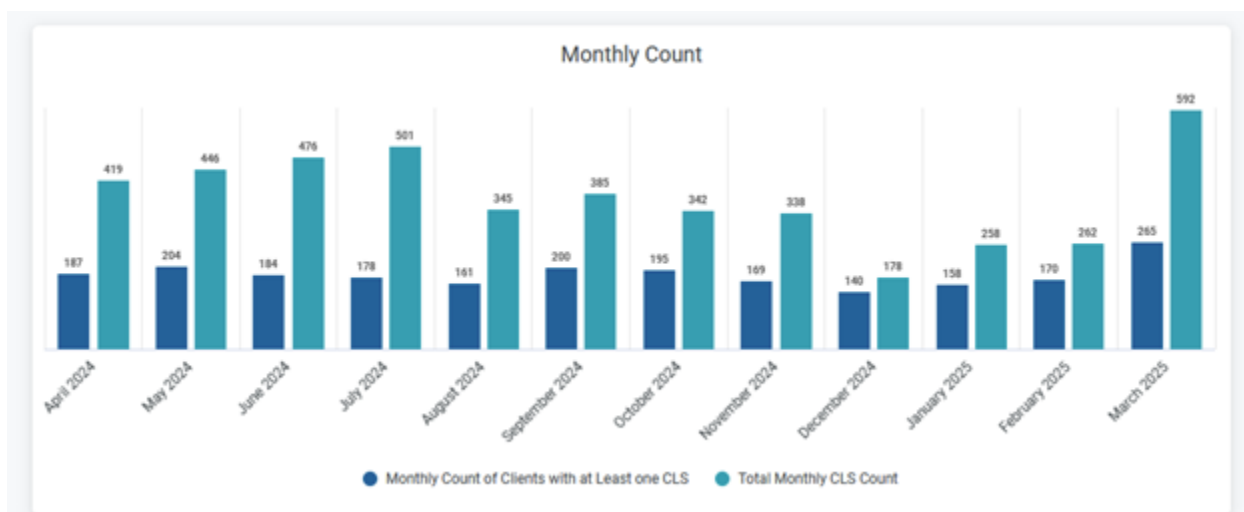
2. Updates and Announcements

a. Dane SoS (Street Outreach Services) update- Joe Galey- No use updates, following Monday, Zoom Case Conferencing. Training coming up on the 28th with Patrick. NO big changes. Any questions? (None)

b. Anything else? The floor is open for any other updates or changes in outreach schedules. Angie is having a family emergency right now. We are triaging folks on their level of need. Question: Has there been a look at bike trails, such as Burrito Drive? As Joe stated, all bike trails are usually checked in the summer through outreach

Sarah stated that in summertime, the city receives referrals, which she then forwards to the SOS line. Folks can inform the SOS line if they can't cover the new encampment spot they came to be aware of.

3. Data Review

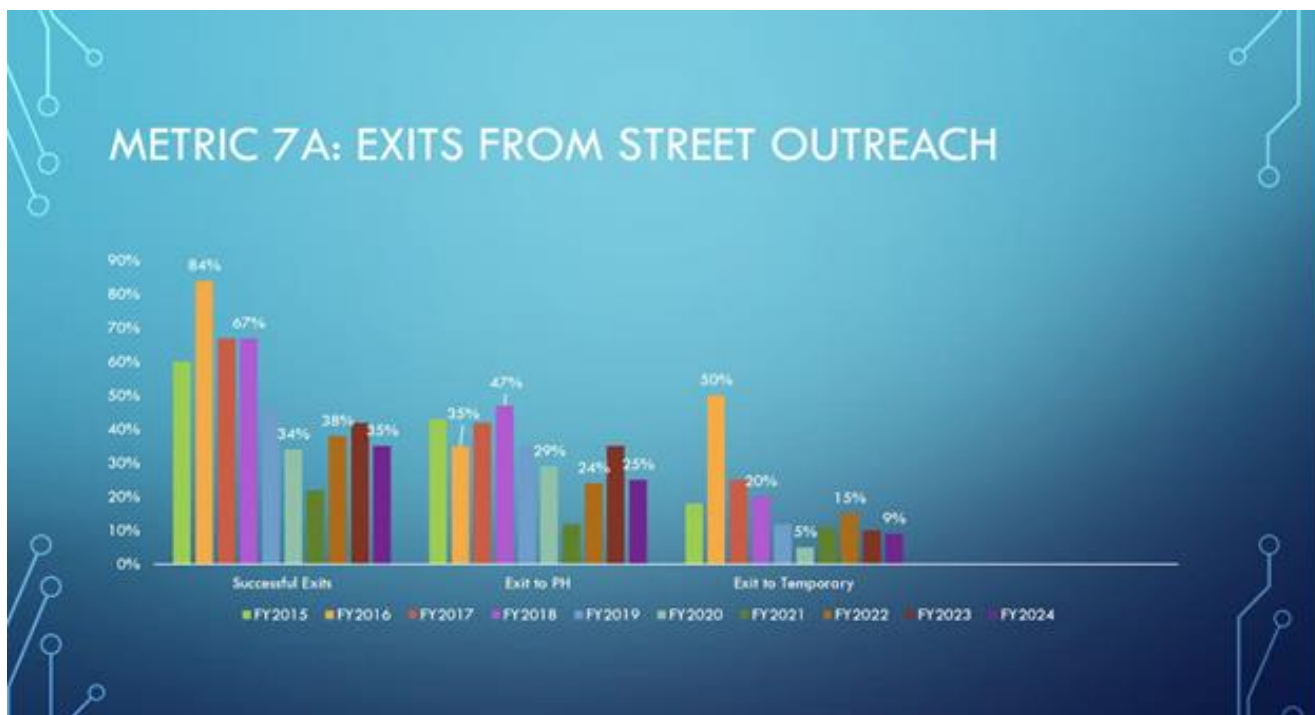


This is one of two charts that have been brought to the committee in the past. Patrick sent it to Sarah, so she is sharing.

The monthly count of clients with at least one entry (265) is only unsheltered, a big jump from before.

The total monthly CLS count could be two or three, and it has more than doubled at this time.

Patrick is working on numbers to see where the vast difference came in for March. MSM has been working on ensuring that their data is accurate.



Torie included 10 years of data for:

Exit to permanent housing

Exit to temporary housing

This could have a variety of scenarios. Ten years ago, there were more than 80%, and in 2022, the numbers went up.

Outreach staff capacity has increased over the years. The number of folks in previous years was low, but as of 2019, we had two more programs and now have several more. The pattern is similar; in 2021, COVID was super low, and COVID Assistance was down but is now going up again.

35% of exits were temporarily successful last year.

25 % into permanent housing

Reactions. Thoughts:

Angie, Concerns about street outreach's work with participants enrolled in other housing programs and how things flow, documented, and captured as outcomes

Sarah explained that there could be a misunderstanding of the flow, the agencies could be program-specific, and one could be related or not. Things could be different.

Sarah has had concerns raised that even though clients are in housing programs, there may be a lack of initiatives from some of the housing programs. She wants to see a better job of collaboration to ensure that all organizations are doing their part. For client specific level info, bring to outreach case conferencing.

Patrick explained that at our level, we are looking at System levels and not one particular agency.

Sarah reflected on the roles of evaluation. The 25 %, which was low, could be because they are in Rapid Rehousing.

Brenda, during this time, we switch from various things that have changed in data outreach over time. These percentages are numbers, but are they complex numbers? She wondered if there was a way to see the data in numbers instead of percentages because they could have different meanings for the outcome.

Torrie report that was received includes numbers, and she then converts them into percentages.

Torie and Sarah will go over these items (numbers, in addition to percentages) for the next meeting.

Angie expressed that she has a better understanding of what is going on in clarity. She reflected that if we are trained well enough to enter the data into the system, we will be able to do so. She has noticed that this is a hard job, no matter what position we are in, and then there are constant changes. We need to invest more money in staff retention and provide better education on clarity so that we can understand why we are clicking the right buttons.

Patrick, we're getting together at the end of this month to better understand what works and what will be helpful.

The in-person HMIS training is on Monday, April 28, 2025, at Briar Patch. 2920 Rimrock Road

Michael/John asked, "Is there any way to import data from app CFC is using to HMIS? " Is there a way to have this conversation again? It was discussed once before. This could save us a huge amount of time, but from their end, the App that they are using is more streamline.

Patrick, there is no plan to change the data imports from other sources. It is not his authority, but it will not be changing at this time. HUD and VA have a process of importing their information, so those import tools exist, but they are not working well. So Advisory Board and HMIS are concerned about bringing in external sources to improve the situation.

4. What data set do we want to review monthly? Torie presented the System Performance Measure. I'm moving this site to next month. Would Sarah still like to see this data? Would people want to see how many people had successful exits into permanent housing on a monthly basis?

Patrick will run monthly reports to show permanent housing and provide us with a good baseline.

Sarah shared a document of total clients with COC events and explained information about those enrolled in shelter and outreach.

Patrick hopes that agencies will be able to run the report that Sarah was speaking about, making it accessible to them. Patrick will share the report in the chat so that agencies can have access to it.

From next month, we will review:

- Total client with at least one unsheltered CLS & total CLS
- Total number and percentage of people who have exited to positive exits out of all exits
- Total number and percentage of people who have exited to permanent destinations out of all exits

5. Unsheltered Homeless Success Story –Catalyst for Change

- We will take turns sharing how we were able to help individuals and families transition from unsheltered homelessness to stable housing.
- The goal is to learn from one another and improve street outreach programs to support people better.

Positive story from Catalyst for Change, worked with a client on the street. He was able to get into an CCS, get housing, and get social security. He is working full time and has his apartment. No longer relying on benefits. It has been easy to get stuck with folks over the years. But there are a lot of folks to whom we can lend a helping hand. Data is complex, but people will come back and tell us their success stories over the years. Being kind to people has an impact.

He shared a little more about the person. He was known from the Beacon; they were sleeping in Library Mall. There were three months of meetings with this person. He was struggling with alcoholism. It was taking a while to build the trust. Keep checking in on people, this story took years; you just have to be patient. It was challenging. The job became an essential form of positive socializing.

His success was more significant than the housing. It was the first step to long-term change.

I recommend that they have some long-term support for case management.

Sarah asked the question, What was the treatment-

The person had had services in the past, but they had disenrolled the client. He struggled, so he was connected to DC3 (Tellurian). If the person needs some support, this agency is a good place for them. He was in and out of a few programs, and having support helped him not try to use. With DC3, you must present the mental health issue and place them in a crisis mode to get them into the program. Merrimont is another resource for working with folks who are struggling. Intake is very thorough and can be tough. You can call them, check with the client and then you can call to see if a bed is available. Dual substance system.

CCS—How to get people in. This will allow the client to get wrap-around services and work towards a goal. There is an intake number if someone is interested. They would call the number; it is a 50/50 possibility that someone will answer right away. You can schedule an appointment, and always have the client present with you so that you can get clearance to speak on behalf of the client.

The first intake is pretty simple, and you must have mental health or substance abuse issues. They're not a housing agency. Do not start with housing; include that later on.

CCS has been speaking about having office hours at the Beacon. This may be something that is going on, but I'm not sure.

Emily Morris is the worker from CCS who has been very helpful. But call the main CCS number to inquire about enrollment and set up appointment.

Dependability is critical to ensure they are not disenrolled because of a lack of follow-through. If a person is disenrolled, can they be reenrolled at a later time? The answer is yes.

6. Review of the Unsheltered Plan Strategies

We did not get to this agenda.

Action Items from the Plan

- ~~~ Discuss flexible funding for move-in cost assistance available to street outreach teams. (16 votes) à Discussed at August Committee meeting~~
- ~~~ Discuss current and desired landlord partnerships (15 votes)~~
- ~~~ If these funds are renewable through the regular CoC Funding Process, develop a pitch for the HSC Board that these funds should be designated to address unsheltered homelessness as long as a need exists. (13 votes)~~
- **Determine ways to market homeless services resources to partner agencies that target and have developed trust with underserved communities. (13 votes)**
- Learn about City and County efforts to use affordable housing funds to create units for people experiencing homelessness. (12 votes)
- Discuss what shelters can do to make people of all genders feel safe and comfortable. (12 votes)
- *Define what a "history of unsheltered homelessness" means to prioritize folks for the Rapid Rehousing program. (11 votes)*
- *Discuss the advertising plan for the phone number and electronic options for people seeking outreach services. (10 votes)*

Continued discussion

7. Walk-on item

Announcements-

Nancy The VA survey is taking place now, but having folks complete the survey would be helpful.

Need a volunteer for next month's success story- May 5, 2025- Nancy Vue- VA

June meeting -Connie