



Outreach Committee Agenda

Monday, October 2, 2023

Noon-1:30pm

Join Zoom Meeting

<https://cityofmadison.zoom.us/j/83206163523?pwd=dmVFZlFzYORReVlqSHNPd1poM25LZz09>

Meeting ID: 832 0616 3523

Passcode: 867974

Dial by your location

+1 312 626 6799 US (Chicago)

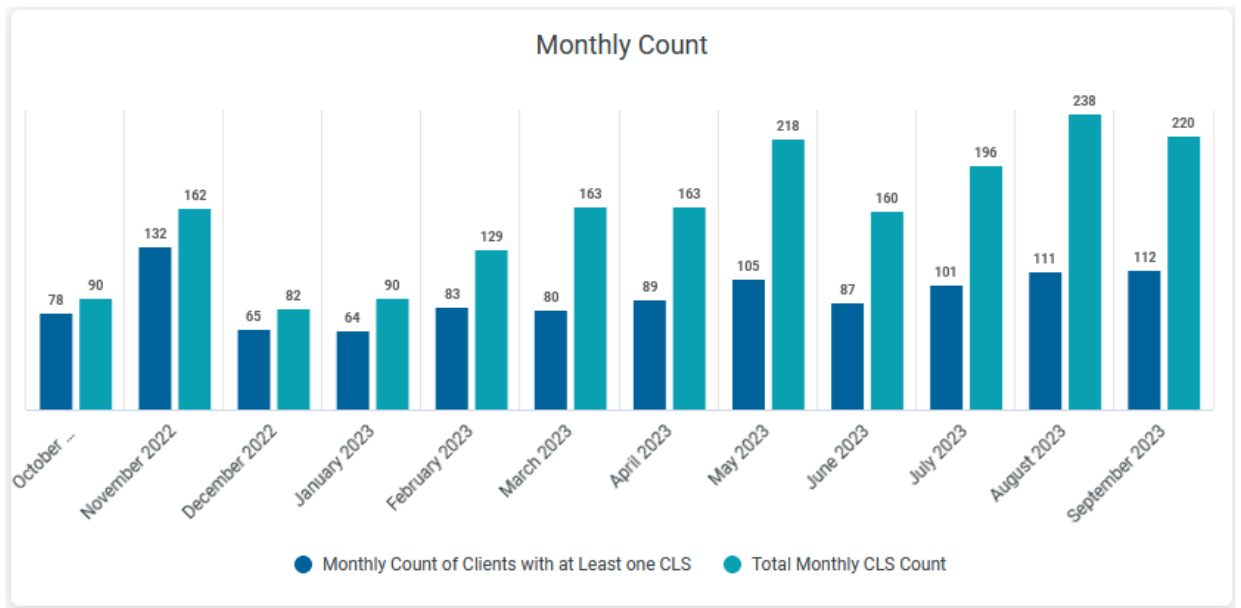
877 853 5257 US Toll-free

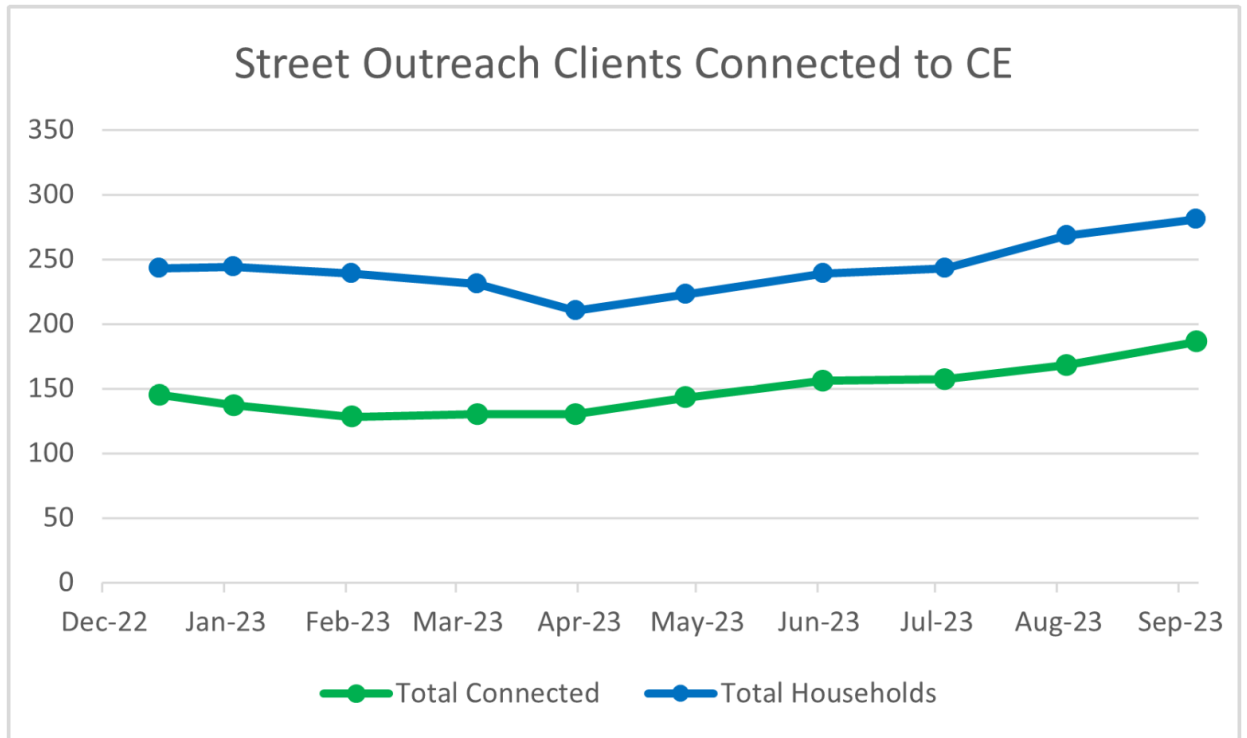
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• Sarah Lim (City Homeless Services Division, Co-host), Heather (SOAR), Sarah AJ (Kabba Recovery), Butch (MSM), Torrie Kopp Mueller (CoC coordinator), Brenda (MSM Director), Nancy Vue (VA Coordinated Entry Specialist [newly created position to support CE efforts with multiple counties served by VA] with VA homeless program and outreach), Kelly Rearden (United Way 211 Resource Coordinator), Zach Nichols (MSM), Jasmine (MSM), Michael Moody (CFC), Willie Watkins (Street Outreach Coordinator Briarpatch), Patrick Duffie (ICA HMIS administrator), Sarah Churchill (Tellurian, Homeless Services Program Supervisor), Taylor Newell-Smith (Tellurian, Outreach and Peer Specialist, Joanna (RN MSM), Zach Stephen (ICA Coordinated Entry Manager), Alicia (Lived Experience Committee), Melissa Mennig (Dane County contract manager for shelters/street outreach), Makayla Carr (CFC), Ashly Velez (CFC), Jennifer (Urban Triage Homeless Outreach Coordinator, Fred (Urban Triage, Homeless Outreach Specialist), Zhoua (VA), Nick Will (Tellurian), MacKenzie (MSM).

- Note Taker: MacKenzie Byer (MSM)
- CE and outreach data review and discussion
- Graph 1: total encounters with service providers

- a. Total monthly CLS count, 112 clients with active HMIS entry in September. About 2 interactions per client per month, room for improvement.
 - b. Data resembles Willie’s (Briarpatch) experience in decrease in youth encounters with school structure back in place. Students have higher stress levels during school and are less likely to check in or request services
- Graph 2: total households enrolled in street outreach program
 - a. 190 had VISPIDAT, intake, placed on priority list
 - b. “Total household” number should be lower and “total connected” number should be higher





- PIT coming up; invitations will be sent out to outreach providers for the Point-In-Time Count committee for restructuring PIT Count for further accuracy in capturing our clientele.
- Follow up with discussion with Sarah Wampole-Maciejeski, Dane County Reentry Coordinator
 - a. Process of Sarah attending Outreach Case Conferencing Meeting is helpful in collaborating with DCJ regarding Coordinated Entry list. Giving large overall list may be inefficient.
- Review of the Written Standards Outreach Section –draft updates
 - a. Written Standards Committee meeting updating Street Outreach section. Core committee reviews, then HSC, then the board.
 - b. Process must be reviewed regularly
 - c. Changes made; Written Standards to be reviewed by this group
 - i. Main changes made to eligibility criteria including clarification for: category 1/literally homeless includes sheltered in ES or unsheltered outside.
 - ii. Certain programs' funding sources allow eligibility for those who are doubled-up
 - iii. MSM, CFC, Urban Triage: Federal EHV, State EHH
 - iv. Some exceptions for serving folks who are not currently unsheltered: terminating street outreach is not feasible if the provider is unsure of the client's location; street outreach can offer services until unsheltered homelessness can be verified. Individuals determined to not be experiencing unsheltered/homelessness/they are doubled up are not eligible.

- v. Program participants met while outside and not expected to be in a shelter, jail, or institution for the expected future. Also applies to clients who may double-up/pay for a hotel for a few days but are not expected to stay there for a while. Can keep clients enrolled if expected to return after 90 days. Exit if without contact for 90 days.
 - vi. Additionally, keep enrolled if they are expected to return to unsheltered homelessness after exit from institution.
- Sarah POP QUIZ
 - a. Q: You meet someone who you have assisted before who is planning to go to the shelter tonight, they want to work with you. Can you enroll them?
A: NO
 - Eligibility based on where individual slept night before encounter

- 6 Minimum Standards

1. Client-Centered Approach: facilitating connections, prioritizing client preference
2. Mobile focus: reach participants on their terms especially in beginning, can meet clients in facilities but emphasis on meeting folks outside where they are.
3. Long-Term engagement: work with client until they acquire permanent housing or connect with CCS, other case management
 - a. Federal ESG funds: once clients are housed, must be exited.
 - b. Street outreach can still work with CCS clients if preferred by client

<https://docs.google.com/document/d/1xDZL87bQF3LbQ-D-fvcP7h7Wid4KL3zR/edit?usp=sharing&oid=108028567534228341888&rtpof=true&sd=true>

4. Coordinated Entry HUB: CFC, MSM, Briarpatch, Tellurian are mobile hubs
 5. Collaboration and Service Coordination
 6. Documentation and Eligibility
 - a. For chronically unhoused indivs. in top 30 of PSH list; outreach gathers documentation and send to Zach CE manager
 - b. Outreach expected to do documentation for people in the top 30 of PSH list.
 - c. Individuals in shelter/engaged with street outreach can use collaborated services by shelter and street outreach
- Walk-on items
 - Need to address criteria for clients being dually-enrolled with outreach
 - a. Sarah will inquire with HUD
 - b. Work on wording for persistent engagement vs. when a client declines services explicitly.
 - If a provider enrolls someone and adds them to Coordinated Entry list, and then Client says they are working with CCS and no longer want services, who completes CE follow-ups in HMIS.
 - <https://files.hudexchange.info/resources/documents/ESG-Program-HMIS-Manual.pdf>
 - If a CE enrollment needs status/current living situation updates and original staff that completed VISPIDAT is inactive, email Zach (ICA).

- Make sure 2024 ICA Data Standards and Dane County CE workflow trainings are complete. Contact Patrick or Zach with questions.
- Street Outreach: include data entry options like Current Living Situation, initial engagement, resources for sheltered/unsheltered homelessness. Not added to written standards because HMIS workflow was not.
- Brenda: Idea for HMIS standards document linked with written standards.
- Regroup at Written Standards work group to discuss HMIS/written standards cohesion.
- Found in Reimagine CE Meeting: 5% of singles w/o children who had VISPIDAT got housing through PSH or RRH. Very limited capacity for PSH and RRH slots.

Next meeting: Monday, November 6, 2023 Noon-1:30pm