



## 2022-2023 Street Outreach Program Scope of Required Services (SRS)

This Scope of Required Services (SRS) for the Street Outreach program contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness and receiving street outreach services. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), the Program Profile and Performance Targets, together, comprise the entire Statement of Work for Street Outreach. LAHSA maintains the right to make changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System which will be noticed to contractors through policies, interim guidance, and other forms of guidance as it deems necessary.

### OUTREACH OVERVIEW

As the County of Los Angeles has the highest number of unsheltered people experiencing homelessness in the United States, street-based teams are critical in efforts to address homelessness. The Street Outreach program is a critical component of the homeless delivery system that seeks to establish and provide services on the streets and not at site-based facilities. Street Outreach services can help to establish supportive relationships and enhance the possibility that participants will access the necessary services and supports that will help them move off the streets.

### DEFINITIONS

1. **Outreach** aims to locate, identify, and build relationships with individuals experiencing homelessness who are unsheltered/street-based to engage them for providing immediate support, linkages to services, and connections with housing navigation resources aimed at ending homelessness.
2. **Pre-Engagement phase** is the phase in which an outreach worker strives to build rapport and a trusting relationship with an individual. During the pre-engagement phase the outreach worker begins to assess for needs, getting to know the personal narrative of the individual. The Outreach worker should also initiate problem solving (aka-diversion) conversations. During this phase a person may or may not be willing to accept any assistance.
3. **Engagement phase** is the phase in which a participant is willing to obtain assistance from an outreach worker and is providing services. During the engagement phase the street outreach worker has begun developing a care management plan and should endeavor to complete a triage tool with the participant (or link the participant to Youth, Adult or Family system to conduct and provide care), if needed (see CES Triage Tool section), and begins providing services and support to the participant.
4. **Problem Solving (aka-Diversion)** is a strategy that prevents homelessness at the front door of the homeless response system by helping people identify immediate alternative housing arrangements. Outreach workers should have on-going conversations so as to assist the persons self-resolve their housing crisis and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant, rather than reside in an Interim Housing program. If resources are needed to successfully divert a person from entry into the homelessness system, a referral must immediately be made to a CES Diversion/Prevention program. Please see Problem Solving Scope of Required Services located in the LAHSA document section for further guidance.
5. All programs operating in the LA COC system must operate with a Housing First, Harm Reduction, Low Barrier and Trauma-Informed Care approach. **Please see LAHSA Program Standards for more detailed definition of these terms.**

## ELIGIBILITY FOR SERVICES

6. **Homeless Status:** Participants must be determined to be homeless (Categories 1 & 4) per HUD's Final Rule on "defining Homeless" (24.CFR parts 91,576 and 578).
  - 6.1. Contractors will be responsible for documenting the determination of the participant's homelessness status by using LAHSA Approved LA CoC Homeless Certification Form.
  - 6.2. The contractor will be responsible for obtaining the LA CoC Homeless Certification forms from any referring agency or proof of institutional stay. All documentation is required to be uploaded to HMIS.
  - 6.3. The contractor will be responsible for entering homelessness status in the Homeless Management Information System (HMIS).
7. **CES Survey:** CES Initial Assessment: CES Surveys (CES Survey for Adults, Youth, or Families with Children) are no longer required upon intake. Upon identification of a new or updated CES Initial Assessment tool, contractor will be required to complete all necessary training to implement CES Initial Assessment tool(s), as directed by LAHSA.
  - Contractor must comply with any forthcoming guidance regarding updating or replacing existing CES Survey Tools.
  - The CES Initial Assessment may only be administered by staff who have completed LAHSA required trainings.
  - The CES Initial Assessment must be administered in a place that allows the participant needed privacy for answering the questions, whether in an office setting or in the field.

## SUPPORTIVE SERVICES AND ACTIVITIES

8. Contractor must serve all street-based persons who are experiencing homelessness including adults, families, Veterans, and transition age youth (TAY) and make the appropriate warm hand-offs/referrals to the respective system/provider.
  - 8.1 In the context of outreach, a warm hand-off refers to a direct and confirmed linkage that may include participant transport to provider, an introduction, and joint coordination of services.
  - 8.2 Contractor must aim to link participants enrolled in Outreach services to interim housing, and/or other longer-term case management services (and/or other programs) aimed at providing permanent housing as quickly as possible.
9. Veterans must be linked to Veteran service organizations in order to receive all eligible Veteran-specific Services and benefits.
10. **Outreach Services and Referrals:** Contractors must locate, identify, and build relationships with unsheltered homeless individuals and engage them for the purpose of providing immediate support and referrals within the Coordinated Entry System. These activities consist of:

- 10.1 Administering a CES Survey (Please see #7 on when to administer)
- 10.2 Providing crisis counseling
- 10.3 Addressing urgent/immediate needs and linking participants to necessary services.
- 10.4 Actively connecting and/or providing referrals to services including, but not limited to:
  - 10.4.1 Interim Housing Programs
  - 10.4.2 Safe Parking
  - 10.4.3 Physical health services
  - 10.4.4 Mental health Services
  - 10.4.5 Substance use services
  - 10.4.6 Documentation
  - 10.4.7 Mainstream Benefits
  - 10.4.8 Legal Services
  - 10.4.9 Employment Services
  - 10.4.10 Housing Navigation
  - 10.4.11 Permanent Housing
  - 10.4.12 Domestic Violence services
  - 10.4.13 Childcare
  - 10.4.14 Family reunification
  - 10.4.15 Other community-based services

## LENGTH OF ENROLLMENT

- 11. Contractor must exit participant from enrollment in Outreach when the following conditions are met:
  - 11.1 Participant is successfully placed into Interim Housing.
  - 11.2 Participant is successfully placed into Transitional Housing program.
  - 11.3 Participant is successfully enrolled in a Housing Search and Placement program (housing intervention or supportive services program) including LAHSA funded Housing Navigation program.
  - 11.4 Participant is successfully enrolled in a Rapid Rehousing program.
  - 11.5 Participant is successfully placed into permanent housing.
  - 11.6 Participant relocates to another CoC.
  - 11.7 Reunification services are utilized or the participant self-resolves the housing crisis.
  - 11.8 Participant is deemed a risk to the safety of the contractor's staff.
  - 11.9 Participant has failed to be in contact with Contractor for ninety (90) days or more after all due diligence to re-engage with the participant has been taken by the contractor.
  - 11.10 Participant will be hospitalized or incarcerated for ninety (90) days or more.
- 12. Contractor must **NOT** exit participant from Outreach services for the following:
  - 12.1 Active substance use.
  - 12.2 Non-Compliance with "Outreach Plan"
  - 12.3 Active health issues
  - 12.4 Medication non-compliance
  - 12.5 Desire to be assigned another Outreach worker (they can make a handoff and then exit)
- 13. Contractor must provide necessary support when linking participant to another housing or supportive services program. Contractor must ensure a warm hand off takes place once a participant is connected to a crisis housing, bridge housing, any housing search and placement program, or if participant was matched to a permanent housing

unit with supportive services that assist with the placement process. A warm hand off includes meeting with staff and participant to ensure a successful enrollment into the program.

14. Contractor is not permitted to provide on-going case management services or housing retention services to participants successfully placed into permanent housing.
15. Exit must be entered into HMIS indicating where the Participant has “exited to.” “Unknown destination” entries in HMIS are to be discouraged. Exits must be entered in HMIS at the time of their exit.

## **HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES**

16. In order to provide well-coordinated support for participants and manage the limited resources available in the CoC, Contractors must utilize HMIS to track participants served, services provided, referrals made, and referrals attained.
17. Contractor will ensure that all participants being served sign the Consent to Share Protected Personal Information form, granting other CES providers access to their information.
18. In addition to Contractor requirements for utilization of HMIS, Contractor is also required to adopt and implement best practices for data entry as follows:
  - 18.1 With any participant or household, the Contractor will first search the Clarity HMIS database for an existing profile; if none is found, the Contractor will collect and record the participant/household’s consented information into the database and create a client record.
  - 18.2 Contractor must complete the participant’s HMIS profile to the extent that the participant provides the needed information. With their consent, this may include the participant’s Personal Protected Information (PPI)
  - 18.3 Contractor must complete the participant’s HMIS program enrollment to the extent that the participant provides the needed information. When previously undisclosed information is gathered the Contractor must update the program enrollment with the applicable information.
  - 18.4 With any participant or household, the Contractor will check for an existing population-appropriate CES Survey in the Clarity HMIS database; if none is found, the Contractor will seek the consent for and the completion of the population-appropriate CES Survey. If completed, Contractor must enter the participant’s standardized assessment in HMIS within twenty-four (24) hours of the completion.
  - 18.5 With any participant or household, the Contractor must enter all service(s) provided to program participants or referrals made and attained to outside agencies.
  - 18.6 Update information and complete case notes on services provided to the participant within twenty-four (24) hours following the provision of services.
  - 18.7 If a participant obtains permanent housing, the Contractor must ensure the move-in date and permanent housing location is recorded in HMIS.

18.8 Update the participant's housing status within twenty-four (24) hours of any change.

### **CONTRACTOR OBLIGATIONS**

19. Contractor must ensure outreach teams are street based and are providing outreach services in a proactive way (e.g., providing routine outreach services in a pre-determined area in accordance with a SPA outreach strategy or plan).
20. Contractor must ensure that street-based services are provided in pairs and staff are equipped with appropriate clothing and equipment.
21. Contractor must ensure that outreach teams are provided the appropriate safety and field-based services training.

### **COMMUNITY BASED COLLABORATIVE REQUIREMENTS**

22. Contractor must work with the LAHSA-funded SPA Outreach Coordinator and LAHSA Outreach Coordinators. This includes the timely fulfillment of the Los Angeles Homeless Outreach Portal (LA-HOP) requests.
23. Contractor must attend all SPA Outreach Coordination meetings held in the SPA to ensure effective collaboration and coordination when discussing geographical coverage of the SPA.

### **PERSONNEL**

24. Contractor must ensure that all staff and volunteers that are contracted to provide services specifically target to serving transition age youth must be fingerprinted and pass a criminal background (Live Scan) check before working/ interacting with any youth who are served in the program.

<b>Appendix I. Outreach Eligibility</b>		
<b>Funding Source</b>	<b>State ESG: Outreach</b>	<b>E6: Outreach</b>
<b>Homeless Status</b>	HUD Category 1, & 4	HUD Category 1, & 4
<b>LA COC Triage Tool Score</b>	Any	Any
<b>Income Threshold</b>	Below 30% AMI	NA
<b>Geography</b>	Contractor can serve homeless individuals that are located in the following cities in Los Angeles County: Alhambra, Artesia, Baldwin Park, Bellflower, Bradbury, Burbank, Carson, Compton, Downey, Gardena, Glendora, Hawthorne, Hidden Hills, Huntington Park, Industry, Inglewood, Lakewood, Lancaster, Lynwood, Montebello, Monterey Park, Norwalk, Palmdale, Palos Verdes Estates, Paramount, Pico Rivera, Redondo Beach, Rolling Hills, Rosemead, Santa Clarita, Santa Monica, South Gate, Vernon, West Covina, & Whittier at the time of engagement.	Individual must be located in the County of Los Angeles
<b>Ongoing Eligibility</b>	Contractor must continue to work with the participant until they are linked to the appropriate housing intervention program through the CES system. This includes CES Housing Navigation or other permanent housing programs that include housing search and placement.	
<b>Families</b>	Homeless family with minors must be linked to the CES for Families system by using the CES for Families Direct Referral Form to connect them to the Family Response Team (FRT) located at the Family Solution Center (FSC), or by calling 211.	
<b>Veterans</b>	Veterans may be served but should also be referred to a local Veteran specific program for services.	
<b>Reference for ESG regulations (24 CFR 576.101)</b>		

**Appendix II. Outreach Services**

<b>Funding Source</b>	<b>State ESG: Outreach</b>	<b>E6: Outreach</b>
<b>Engagement</b>	The costs of activities to locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. These activities consist of making an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; and 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. Please see ESG regulations at: <a href="https://www.hudexchange.info/programs/esg/esg-requirements/">https://www.hudexchange.info/programs/esg/esg-requirements/</a>	Locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. These activities consist of making an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; and 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.