



Sonoma County Community Development Commission

1440 Guerneville Road, Santa Rosa, CA 95403-4107

*Members of the
Commission*

Susan Gorin
Chair

Lynda Hopkins
Vice-Chair

David Rabbitt
Shirlee Zane
James Gore

Barbie Robinson,
MPP, JD, CHC
Interim Executive
Director

Date: July 1, 2020

To: Outreach Services providers funded by the Sonoma County Community Development Commission during Fiscal Year 2019-2020

From: Chuck Mottern, Homeless Services Funding Coordinator

CC: Felicity Gasser, Equity and Compliance Team Manager
Michael Gause, Ending Homeless Team Manager

Re: Tracking location details for Street Outreach projects

Effectively immediately, organizations funded through the Sonoma County Community Development Commission (SCCDC), which provide Street Outreach services, are required to record and report on the location of outreach services as defined by zip code in HMIS on a per-participant basis.

This directive applies to any outreach project funded for Fiscal Year 2020-2021 and will remain in effect until the finalization of Sonoma County Street Outreach Program Standards, which will offer detailed information on reporting and outreach activities funded through the SCCDC. This directive intends to gain a greater understanding of locations where outreach teams operate to identify geographical gaps and better strategize for directing outreach team activity. This understanding will allow the SCCDC to distribute resources with a more significant degree of geographic equity.

The Interdepartmental Multidisciplinary Team (IMDT) consists of members from Health Services, Human Services, Community Development Commission, Probation, and Child Support Services. Part of the IMDT's role is to oversee Outreach and Engagement and to coordinate care management across County departments. As the development of the program standards for Street Outreach occurs, the IMDT will take on a more significant role in coordinating the efforts of outreach projects to coordinate outreach needs in all locations of Sonoma County.

Street Outreach provides essential services necessary to reach out to unsheltered homeless people. Outreach teams connect unsheltered persons with emergency shelter, housing, or critical services, and provide urgent, non-facility-based care to those who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. For this section, the term "unsheltered homeless people" means individuals and families who qualify as homeless under paragraph (1) (i) of the "homeless" definition under § 576.2 of the U.S. Code of Federal Regulations.

Street Outreach projects will complete the following workflow in HMIS:

1. Complete enrollment (project start date & demographics)
2. Complete Household (Family ID)
3. HUD Entry Assessment
4. Outreach and Services Engagement (Taken just once per enrollment)



5. Outreach and Services Contact (Taken at each contact with the participant)
 - a. The 'Outreach and Services Contact' touchpoint contains 'location details' defined by the zip code of where the outreach interaction occurred.
6. HUD Exit Assessment/Program Dismissal

Street outreach projects will exit unsheltered persons from programs using HMIS if:

1. A three (3) month period passes without contact with the participant (3 Months)
2. Participant achieves a successful exit destination (see below)
 - a. A successful exit destination can be a temporary destination, such as shelter in SO programs, so if providers can exit participants to a temporary, institutional, or permanent destination, it will reflect well on street outreach projects
3. The participant is engaged with another outreach worker or project
4. The participant is deceased.

As of June 30, 2020, the service provider must exit all participants without contact in the last three months from the Street Outreach Program in HMIS.

Due to the large number of automatic exits that will occur from Street Outreach projects at that time, the SCCDC is waiving the expectation related to data quality rates as required by other project types. The SCCDC understands that Street Outreach projects may have difficulty collecting the information in the HUD assessment, and there may be an increase in the responses noted as "unknown" and "refused" in the HUD Assessment. Consequently, it is essential to collect, enter this information, and ensure a specific focus on Contact location and Exit destination.

In addition to entering the zip code location where participants outreach occurs on an ongoing basis, the SCCDC requests that outreach projects report on the general locations where they are currently conducting outreach activities. The completion of this task may occur by printing an online map from a source such as www.googlemaps.com, or the like, and hand drawing circles around the general area where outreach efforts take place. The information collected will identify overlaps and gaps in geographic coverage and inform future coordination efforts by SCCDC staff in deploying SO providers to various parts of the county in an efficient manner.

Please return a signed copy of this memo and the marked-up outreach map to Suzanne Whipple at suzanne.whipple@sonoma-county.org by August 28, 2020. The signer of this document should be the Executive Director or Program Director overseeing Street Outreach projects at your organization.

By signing this document, I acknowledge receipt of this memo and agree to implement the directives herein within my organization.

Name

Title

Date