

CCEH Workshop Summary

From the 2018 National Conference on Ending Homelessness



From the Street to Home: Best Practices in Housing-Focused Outreach

A summary of this workshop by CCEH's Carl Asikainen.

This session discussed the links of outreach to coordinated entry and to successful housing outcomes. Outreach workers are often working in acute crises situations and with multiple community stakeholders each day. Navigating homeless services with an eye on the goal of housing and using data to help inform the work are important components of outreach. As always, harm reduction and an intimate knowledge of local areas where people, are experiencing homelessness are vital.

- Las Vegas has created "MORE: Multi-Agency Outreach Resource and Engagement Team". (Metro Officers, Police, Homeless Outreach)
- Offering emergency lodging for clients not appropriate for shelter.
- Have 2 peer advocates on the Homeless Outreach Team - Lived Experience!
- Continually meet clients where they are at. (geographically/socially/emotionally)
- Help clients without judgement or agenda.
- Build trusting relationships. Crises might be acute but these relationships can be historical.
- Each outreach team given as an example, had peer guidance, if not direct participation.
- Keep learning about the geography in question and make a plan to visit points over time even if intermittent.