



# North Carolina Balance of State Continuum of Care

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## Coordinated Assessment Exchange October 11, 2016

**Attendees:** Susan Pridgen, Monica Frizzell, Chris Hoover, Thadeous Carr, Michelle Knapp, Gloria McDuffie, LaTasha McNair

**Staff:** Brian Alexander, Emily Carmody

**Topic:** Outreach and Coordinated Assessment

Many BoS communities do not have outreach services to help individuals and families living on the street. However, even though many communities do not have these services, communities must reach out to those who are unsheltered as a part of coordinated assessment. There are several strategies that local communities can implement to provide outreach.

Updates from Communities: Are communities doing regular outreach now and how is this being done?

- Onslow: They do not have a designated outreach person. They do a lot through word of mouth where people hear that friends or other acquaintances tell them about how to access these services and to do the VI-SPDAT. It's pretty easy to outreach people in the city limits but harder to get to folks out in the larger county. They believe that churches are main service providers in the larger county. Onslow has been inviting folks to the Regional Committee meetings, but this has been difficult because of capacity. Onslow feels they need to address this issue in the larger county. Family Endeavors, an SSVF provider, has an outreach worker for homeless veterans. They have helped with non-vets at times, connecting them to the general population CA system.
- Alamance: They do not have a designated outreach person either. They capture many through word of mouth and by attendance at soup kitchens or other basic services. They do not have enough dedicated staffing to do this work.
- Iredell: DISSY does not have a dedicated outreach person. They do have a PATH team in Iredell but they are not doing VI-SPDATs. DISSY is really only doing this with sheltered folks. The area is very rural which makes it difficult to outreach the entire region.
- Southwest: They do not have a dedicated outreach person either. Word of mouth has helped by getting smaller providers educated so they can come on and do the VI-SPDAT. This seems better to them than sending to another agency like DSS. Monica has been training on CA to any agency that wants to do the VI-SPDAT. She's also been training trainers to help with capacity in each agency.
- Down East: They do not have a designated outreach person. They also use word of mouth to drive people to the system. They are trying to work on advertising to build awareness in the community through flyers, business cards throughout the community to help people/organizations understand how to connect
- Burke: They also do not have an outreach worker. They collect information from PIT counts, emergency response screenings, soup kitchens and use this information to connect with unsheltered people.

These are similar challenges that many BoS communities face.

#### Two types of outreach

- Assertive outreach: Meeting people physically where they are to engage them to bring them into the system.
- Passive outreach: Engaging folks in places like soup kitchens, businesses, libraries or other places they might gather. Staying in contact with those agencies/organizations that might see folks and helping them understand how to connect people they see to the system.
  - It might be helpful for your communities to start formalizing these relationships with agencies that could be helpful in this process.
    - Some agencies might be willing to do the VI-SPDAT
    - Others might just be willing to call or refer their clients or others they come into contact with to a particular agency that then can do the VI-SPDAT
  - Ideas about agencies or organizations: libraries, soup kitchens, transportation system, cab companies, faith communities

Communities want to figure out the strategies for each of these types of outreach. It does not have to be an either/or.

#### Point In Time Count and Outreach

PIT count is a good way to set the baseline of unsheltered folks and can be a start for connecting with unsheltered folks on an ongoing basis. Can communities share information about where people are camping or staying outside and have a plan for connecting with them at a different time after the PIT?

How to keep in contact with an unsheltered person? Could you make this part of your PIT form?

- Family member or friend?
- Place that they tend to be or like to go?
- What do they check? message board, email?

#### Other Outreach Partners

Connecting with law enforcement because of their connection to unsheltered people.

- Who in the police department would be a champion for this work?
- CTI training program: Does your police department have this program?
- Relationship building is really important – multiple engagements, finding a champion

#### Other partners doing outreach

- SSVF providers: Can provide some capacity to do outreach. It is important to connect with these providers and have agreements in place about how to make referrals back and forth. Many of which have outreach workers – coordinate with them when they come across non-vets
- EMS workers: work with unsheltered folks all the time – try to connect to them in your community and talk to them about CA
- Librarians

If you cannot do regular outreach, could you do it on a semi-annual or quarterly basis, where you could go out and look for people to engage or do training with agencies or other organizations to understand the system and how to plug people into it. Potential of doing a Project Connect type of event. BoS staff can connect you to other communities who have done these event, if you have interest.



Next CA Exchange call: November 8<sup>th</sup> at 3 PM

