

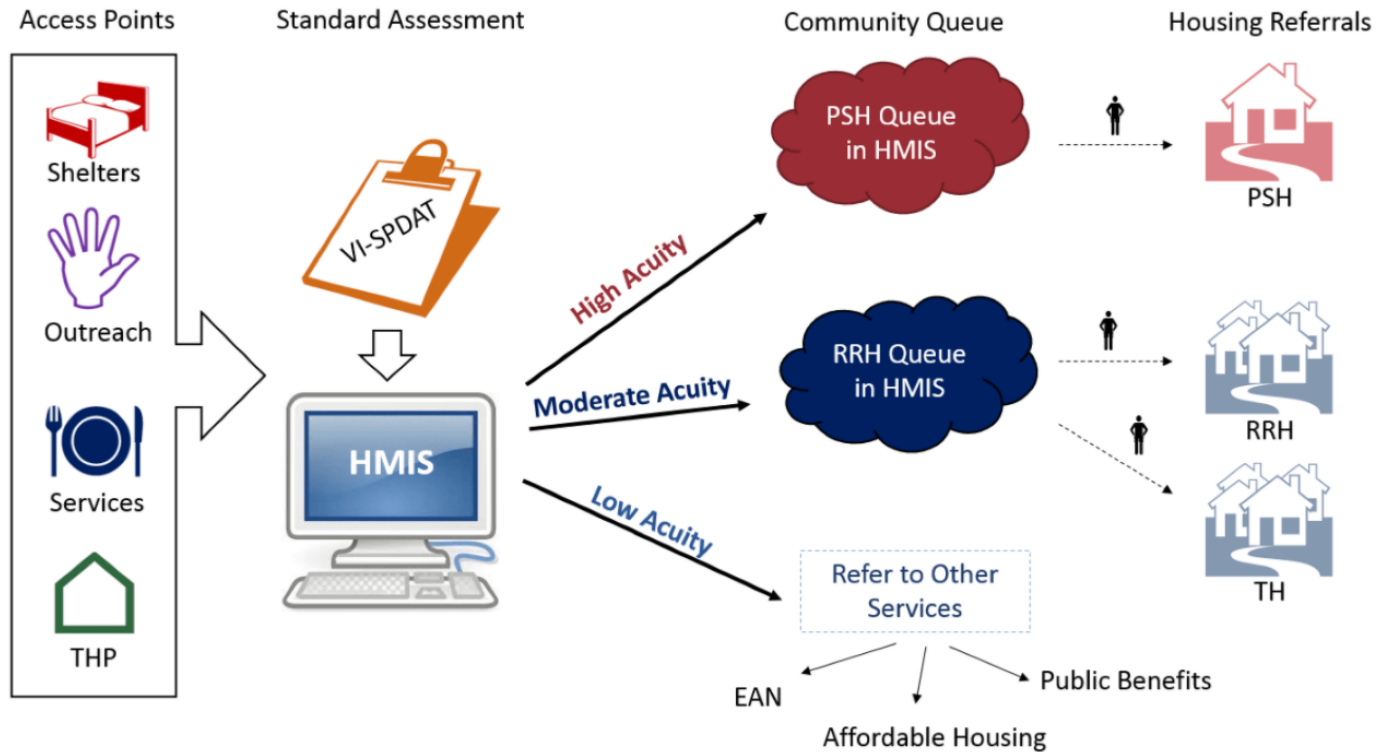


CoC RRH Workshop 3: Locating Clients After Referral

Agenda

- I. Welcome & Introductions
- II. Background: Coordinated Assessment System
- III. RRH Outreach Presentation
- IV. Q&A, Discussion

Coordinated Assessment System



<https://www.sccgov.org/sites/osh/ContinuumofCare/coordinated-assessment/Pages/home.aspx>

Standard Location Practices

SCC Community Queue Referrals - SLP

- Use Clarity HMIS
- Visit homeless hotspots
- Make use of community contacts
- Make use of online correctional system resources
- Link with other outreach teams
- Work with your OSH Matchmaker

Source: <https://www.sccgov.org/sites/osh/ContinuumofCare/coordinated-assessment/Documents/Coordinated%20Assessment%20Documents/CAS%20referral%20location%20practices%20EH%2012-6-2018.pdf>

Challenges You Identified

- Need creative ideas / tips for locating clients during COVID
- Poor documentation of contact info in HMIS
- Contact info is out of date
- Phone numbers are disconnected and/or clients don't have email
- Other challenges?

OSH - Rapid Rehousing Outreach

Vicente Ocampo

Oscar Carrillo, CADC-III

Intro



- Introduction, Background and Roles
- What has worked for RRH Outreach

Pre-Outreach

- Set a public alert
- Check consents to make sure they're updated

If consent is expired or expiring soon indicate in public alert to assist anyone who may have contact to update consent



Outreach



- Phone/office outreach
 - We make phone calls and send emails if applicable.
- Check VI-SPDAT for last known location, frequent visits, where does the client most frequently receive services.
 - Emergency contacts?
- Community outreach
 - Make visits to relevant encampments
 - Drop-in at partner agencies that have had contact with client
 - Establish relationships with partner agencies
- Making first contact
 - Body Language
 - Identifying self / Commonly used phrases
 - Asking around; ie associates, taco guy, etc
 - Spidey sense

Outreach Attempts + 'Reasonable' Attempts

- Client outreach attempts must be reasonable
 - Making 3 phone calls and leaving a voicemail does not constitute 3 attempts, that's 1 attempt
- Document every attempt on HMIS
- Clients should be given a time frame to respond to calls texts and messages left at encampments.
 - 3-4 weeks is reasonable



What Happens If...



- **NO contact made:**
 - Review HMIS documentation
 - Make sure to have every attempt documented
 - Evaluate attempts, were they reasonable?
 - Make a detailed note in HMIS about why client is being closed out.
 - Deny
- **Contact made:**
 - Document client interaction
 - Update consents if needed
 - Update contact info/location
 - Provide services to client - such as provide interim shelter bed
 - Set up appointment for RRH client engagement

Certification of Homelessness



- In compliance with HUD standards client's must verify immediate homelessness for eligibility in a rapid rehousing program
- Forms for homeless certification can be found on OSH's website

<https://www.sccgov.org/sites/osh/continuumofcare/cocforms/pages/home.aspx>

Some Recent Challenges

- **Motivating Clients**
 - Clients sometimes misinterpret program and what RRH entails
 - Part of outreach is educating client on what RRH is and motivate them
- **Creating a Timeline**
 - Setting time frames is sometimes an effective incentive for clients
 - It shows sense of urgency to get housed
- **Communication with other agencies**
 - Maintaining communication and building good relationships with other agencies is key
 - Outreach isn't a competition; we all have a common goal: housing people
- **COVID-19**
 - SIP has been difficult but shouldn't halt outreach

Contact Info

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Thank you!

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