



Coordinated Outreach Policy

Updated June 2023

Northern Nevada Continuum of Care Coordinated Outreach Policy

Purpose: To coordinate efforts in Washoe County area to ensure that outreach teams are deployed at the locations and times that they are most likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers.

Objectives

- To create an active map of the geographic region that includes all active encampments and to assign outreach agencies to specific regions
- To effectively case conference all individuals in the encampments
- To utilize the Homeless Information Management System (HMIS) to collect data and share information
- To utilize the Outreach Module in HMIS and collect data on encampments
- To reduce the number of unsheltered individuals in the Northern Nevada Continuum of Care
- To meet all requirements set forward by HUD

1. Mapping the Geographic Region

- a. Washoe County Housing and Homeless Services staff will meet Bi-monthly with local law enforcement and encampment clean up entities to identify new encampments in the region.
 - i. Size of encampment, location, timeline to being cleaned, number of transition aged youth, number of veterans, and any other relevant information will be shared.
- b. Once identified, CoC (Continuum of Care) Leadership and Outreach Agency Leads are responsible for adding an encampment to the map in the Outreach Module for HMIS. The information will be shared with outreach agencies, and county staff will assign who will be responsible for identifying the individuals in the encampment.
- c. If an encampment has dissipated, CoC Leadership or Outreach Agency Leads will make the encampment inactive.

2. How Regional Areas are Assigned

- a. Once an encampment has been identified, outreach agencies with access to HMIS will be assigned and deployed to the area.
 - i. Street Outreach program types in HMIS are designed to capture data on people who are living in places not meant for human habitation such as tents, cars, park benches, etc.
- b. This outreach team will be responsible for:
 - i. Collecting Data in HMIS:
 1. Profile Creation
 - a. Check to see if individuals in the area have an active profile in HMIS.

- ii. If specific needs of an individual cannot be met by the outreach agency collecting initial information, separate and more specialized agencies may be deployed (Such as Veterans Affairs, Transition Age Youth, Trafficking or Domestic Violence Victims).
 1. These agencies will then complete the Street Outreach program enrollment in HMIS or comparable database if they are actively engaging with the individual.

3. Existing Outreach Area Coverage by Partner Agencies

- a. **Veteran's Affairs (VA)** – serves all military Veterans in Washoe County. Eligibility criteria depends on the services or programs being accessed, as well as an individual's discharge status. The VA will assess eligibility for all those they encounter and have the necessary forms completed for assessment.
- b. **Reno Initiative for Shelter and Equality (RISE)** – operates within the City of Reno limits but does not concentrate efforts within the Reno Business Improvement District (BID) which is covered by Downtown Reno Partnership (DRP) nor the Karma Box area on 4th Street and the surrounding areas between Virginia Street and Wells Avenue in Reno, unless specifically dispatched by either DRP, Karma Box, or the City of Reno. RISE has no eligibility requirements that dictate who receives services.
- c. **Health Plan of Nevada (HPN)** – serves current HPN members only throughout all of Washoe County.
- d. **Restart Homeless Services** – Restart's PATH street outreach program operates within both Reno and Sparks city limits. The PATH outreach program serves those who are literally homeless and have a presumed mental health and/ or a co-occurring disorder.
- e. **City of Reno Clean and Safe** – operates within the City of Reno limits, providing outreach and addressing encampments.
- f. **Downtown Reno Partnership (DRP)** – DRP ambassadors concentrate their outreach efforts within the BID in the City of Reno which covers approximately Wells Avenue, north to 9th Street, west to Keystone Avenue, and south to California Avenue. No outreach calls are taken for locations outside of the BID, but DRP staff utilizes an agency van to take clients to various locations for support getting to shelters, detox, other medical appointments which may extend beyond the BID. DRP's street outreach focuses on those who are literally homeless, but they will try to support anyone who comes to their office.
- g. **Eddy House** – Eddy House conducts outreach across Washoe County with weekly checks through the BID (covered by DRP) and the Karma Box areas under Wells Bridge and the railroad tracks. Eddy House outreach covers the North and South Valleys, and occasionally BLM land.
- h. **Washoe County HOPE Team** - The primary outreach focus area for the Washoe County HOPE team is the unincorporated areas (outside of Sparks and Reno city limits) within the jurisdiction of Washoe County. Eligibility criteria includes the following: Participant must reside within Washoe County, are unsheltered, over the age of 18, and are not receiving Case Management through another agency. The HOPE Team Case Managers also attempt to assist anyone who requests assistance, if possible.

- i. **Karma Box** – operates in both the City of Reno with outreach efforts concentrated between Wells Avenue, Oddie Blvd., El Rancho Dr. to I-80, and south to the Truckee River. Karma Box is willing to support all those they encounter who need assistance.

4. Case Conferencing

- a. Bi-monthly or as needed, outreach agencies with access to HMIS and Washoe County Housing and Homeless Services Staff will meet to share information regarding individuals and encampments in the region.
 - i. Only agencies with access to HMIS are able to attend the meeting due to the confidentiality of the information being shared from HMIS.
- b. The purpose of this meeting is to:
 - i. Continue to identify new and existing encampments and share information regarding new encampments.
 - ii. Verify or edit encampment boundaries.
 - iii. Assign who will be responsible for identifying the individuals in the encampments.
 - iv. If needed, to assign an agency to do a new check on an encampment and add/remove new individuals.
 - v. Identify potential resources and housing plans for individuals living in each encampment.
 - vi. Connect individuals to Coordinated Entry.
 - vii. Assign specialized outreach entities (TAY, Veterans, etc.) to specific individuals if needed.
 - viii. Update progress of individuals in the encampment from assigned agency
 - ix. Allow for requests from help to other outreach agencies if needed
- c. Third party information can be accepted from a reliable source such as a case worker or police officer who has worked with the individual and shared this information with a member of this case conferencing partner meeting.

5. HMIS Data Entry

- a. All information captured during interactions with individuals experiencing homelessness in the encampments should be documented in HMIS, including the Current Living Situation Assessment.
- b. All outreach agencies should also be capturing location information via the GIS function of the Outreach Module on HMIS.
 - i. All agencies with an outreach designation on HMIS have access to the Outreach Module.
 - ii. Once an individual is enrolled in a Street Outreach program in HMIS and identified to be in an encampment, an outreach worker may look that individual up in the Outreach Module and add them to the specific encampment that they currently residing in.
 - 1. If an individual moves to another encampment, an outreach worker will document where they are currently residing, and this will reflect on the Outreach Module Map. The history of where they were staying will be saved.

- c. The number of individuals captured in all the encampments will contribute to the monthly Built For Zero “Actively Homeless” count. This number will reflect how many individuals are homeless in our community by month.

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