Street Outreach Workflow

Steps to follow when entering a client into a street outreach project. The initial Contact is always the same date as the Project Start date. There may be many Contacts before Date of Engagement; afterward, Contacts, Services, and Updates can happen in any order.

01 Project Start

Entry/Exit

For Street Outreach projects, the project start date is the date of first contact with the client. The project start date is a required Universal Data Element that indicates when a client has joined the project. Over time, outreach workers must attempt to collect all data required for street outreach projects and edit recorded data for accuracy (e.g., replacing "Redhat" with "Robert") as the worker learns more about the client.

02 Contacts

Interim Update

A street outreach project is expected to record every contact made with each client in the system. A contact is defined as an interaction between a worker and a client designed to engage the client. A contact must be recorded anytime a client is met, including when an engagement date or project start date is recorded on the same day.

03 Date of Engagement

Interim Update

An engagement date is the date when an interactive client relationship results in a deliberate client assessment or beginning of a case plan. The date of engagement should be entered into the system at the point when the client has been engaged by the outreach worker. This date may be on or after the project start date and must be prior to project exit. If the client was contacted on the date of engagement, a contact must also be entered for that date.

04 Services

Service Transactions

Service transactions can include services such as showers, costs to obtain valid identification, physical and mental health services payment assistance, and transportation services. Services are always performed after client engagement and are designed to assist the client on the road to permanent and stable housing.

05 Updates

Interim Update

Client updates should be used for updating client information such as changes in income, disability, insurance, or non-cash benefits. Client information should not be edited or changed in the entry unless the information was incorrect at project start. Changes in income are designated by ending the current income and adding the updated amount separately.

06 Annual Assessment

Interim Update

Data collection must include an annual assessment for all persons in the project for one year or more. Data elements required for collection at annual assessment must be entered with an Information Date of no more than 30 days before or after the anniversary of the head of household's Project Start Date, regardless of the date of the most recent 'update' or any other 'annual assessment.'

07 Project Exit

Entry/Exit

The exit date should coincide with the date that the client is no longer considered to be participating in the project. Reasons to exit a client include:

o The client has entered another project type (e.g., TH, PSH) or otherwise found housing;
o The client is deceased;
o The outreach worker has been unable to locate the client for an extended period of time and there are no recorded contacts.

Created by Gaither Stephens