

CT PATH OUTREACH PLAN – SAMPLE

Instructions:

- This sample outreach plan is intended as a tool to help CT PATH projects meet the requirements described below.
- CT PATH projects are required to develop a written outreach plan that meets the requirements defined in the CT DMHAS Projects for Assistance in Transition from Homelessness (PATH) Monitoring Guide (available at: <http://www.ctbos.org/resources/>)
- Each PATH recipient agency must ensure that there is a plan covering all areas of their assigned CAN. Agencies may opt to develop a single plan for the entire CAN or multiple plans covering specific geographic areas within the CAN.
- Each PATH recipient agency must ensure that the plan(s) are informed by current information about patterns of unsheltered homelessness and other conditions in the CAN.
- Each PATH recipient agency must ensure that the plan(s) effectively coordinate efforts by all subrecipients.
- To ensure that the plan remains current and responsive to any changes in the CAN, it must be reviewed and approved by a supervisor at least monthly. Plans should be updated as frequently as necessary. This template assumes plans will require updates at least every six months. As such, the template provides 6 fields for monthly supervisory sign-off.
- To ensure coordination with partners who may also be conducting outreach and to minimize duplication of services, the plan must also be reviewed and approved by DMHAS and the CAN or another community-wide planning body at least semi-annually (i.e., two times per year).
- All plans, including all updates, should be maintained in project files and made available at DMHAS' request and/or during annual monitoring.
- CT DMHAS has provided a sample template (see pages 2-7) that meets these requirements. PATH projects are required to use this template and may add fields as needed to capture additional information.

PATH RECIPIENT AGENCY:	HOPE HOUSE
PATH SUB - RECIPIENT AGENCY(IES):	Opportunity Center (Covers Delaware County, Norristown, Pottstown)
CAN:	Central Eastern
GEOGRAPHIC AREA ADDRESSED IN THIS PLAN:	Hope House: Covers Bucks County and Montgomery county except Norristown and Pottstown; Opportunity Center: Covers Delaware County, Norristown, Pottstown

CANVASSING SCHEDULE

Provide details on outdoor locations where outreach workers are most likely to encounter unsheltered homeless people. Specify who is assigned to canvass these locations and when canvassing will occur. Be sure to include locations where outreach workers are likely to encounter all relevant populations (e.g., young people, undocumented immigrants, families with children, etc.). In CANS where multiple agencies provide outreach services, include all agencies. Add/delete rows as necessary.

DAY	TIME	LOCATION	AGENCY ASSIGNED	STAFF ASSIGNED	
Doylestown					
MONDAYS	7am – 9am	Train Tracks Behind Walmart and Walmart Parking lot	Hope House	Mary & Tim	
	9:15 – 10:45	I-78 and Noble Street bridges	Hope House	Mary & Tim	
	11am – noon	Mercy Park across from St Vincent’s soup kitchen	Hope House	Mary & Tim	
	Norristown				
	6:00 am – 8am	Day Labor pick up area on Broad Street in Norristown	Opportunity Center	Mateo	
	8:30 – 10 am	Lenape Park and Surrounding Area in Norristown	Opportunity Center	Mateo	
	11am – noon	Opportunity Center Parking Lot and Surrounding Area in Norristown	Opportunity Center	Jason	
Chester					
TUESDAYS	7am – 9:30am	Encampments at North Docks and Tracks surrounding Docks	Opportunity Center	Jason and Mateo	
	9:45 – 10:45 am	Containers behind mill on Delaware Avenue	Opportunity Center	Jason and Mateo	
	11 am – 1pm	Bridge Street Park and Area around Day Shelter	Opportunity Center	Jason	
	Lansdale				
	10am – noon	Park and area surrounding St Paul’s soup kitchen	Hope House	Mary & Tim	
	4pm – 6pm	Train station and bus station and surrounding area	Hope House	Mary & Tim	

	Darby			
	4pm – 5:30pm	Area surrounding Salvation Army Shelter	Salvation Army	Mack
WEDNESDAYS	Norristown			
	7:00 am – 8am	Day Labor pick up area on Broad	Opportunity Center	Jason and Mateo
	9:15 – 10:15 am	Lenape Park and Surrounding Area	Opportunity Center	Jason and Mateo
	11am – noon	Downtown Business District	Opportunity Center	Mateo
	Lansdale			
	7am –9am	Train station and bus station and surrounding area	Hope House	Mary & Tim
	9:15 am – 11am	Area around abandoned warehouse on Maple Ave	Hope House	Mary & Tim
	11:15 – 1pm	Downtown Business District	Hope House	Mary
	Doylestown			
	11am – 1pm	Mercy Park across from St Vincent’s soup kitchen in Doylestown	St. Vincent’s	Volunteers (varies) – coordinated by Jen
THURSDAYS	Darby			
	8am – 11am	Downtown Business District and Area surrounding Salvation Army Shelter	Central Eastern CAN	Staff varies – coordinated by Erika
	Chester			
	7am – 9:30am	Encampments at North Docks and Tracks surrounding Docks	Opportunity Center	Jason and Mateo
	9:45 – 10:45 am	Containers behind mill on Delaware Avenue	Opportunity Center	Jason and Mateo
11 am – 1pm	Bridge Street Park and Area around Day Shelter	Opportunity Center	Jason	
FRIDAYS	Norristown			
	10:30 am – noon	Opportunity Center Parking Lot and Surrounding Area in Norristown	Opportunity Center	Jason
	10:30 am – noon	Downtown Business District	Opportunity Center	Mateo
	Lansdale			
	7am –9am	Train station and bus station and surrounding area	Hope House	Mary & Tim
11:00 – 1pm	Downtown Business District	Hope House	Mary	

Doylestown				
Saturdays	8am – 11am	Mercy Park across from St Vincent's soup kitchen in Doylestown	St. Vincent's	Volunteers (varies) – coord by Jen

IN-REACH SCHEDULE
Provide details on indoor locations where outreach workers are most likely to encounter unsheltered homeless people. Specify who is assigned to visit these locations and when visits will occur. Be sure to include locations where outreach workers are likely to encounter all relevant populations (e.g., young people, undocumented immigrants, families with children, etc.). In CANS where multiple agencies provide outreach services, include all agencies. Add/delete rows as necessary.

DAY	TIME	LOCATION	AGENCY ASSIGNED	STAFF ASSIGNED
MONDAYS	Doylestown			
	Noon – 1pm	Mercy Street Library	Hope House	Tim
	10am – 11am	Library	Opportunity Center	Jason
TUESDAYS	Chester			
	11am – 1pm	West Street Library and St. Agnes Food Pantry	Opportunity Center	Mateo
	Darby			
	8pm – 10pm	Commons Mall/Movie Theater Parking Lot	Way Home YHDP	Monique & Oliver
WEDNESDAYS	Lansdale			
	11:15 – 1pm	Library & Catholic Charities Soup Kitchen	Hope House	Tim
	Norristown			
	11am – 1pm	Main Street Library and St. Paul's Soup Kitchen	Opportunity Center	Jason
THURSDAYS	Chester			
	11 am – 1pm	Day Shelter, South End Library, and Central Food Pantry	Opportunity Center	Mateo
	Doylestown			
	1pm – 3pm	Mercy Street Library	Hope House	Tim
Darby				
	8pm – 10pm	Commons Mall/Movie Theater Parking Lot	Way Home YHDP	Monique & Oliver
FRIDAYS	None Currently Scheduled			

ENGAGEMENT PLAN FOR MOST VULNERABLE CLIENTS

Indicate specific clients (initials and/or HMIS #s only) who are highly vulnerable, who is assigned to engage them and how frequently engagement attempts will occur. Add/delete rows as necessary. NOTE: This should be a brief list of ONLY clients determined by the CAN to be highly vulnerable. It is not intended to be a complete list of all PATH clients. In CANS where multiple agencies provide outreach services to the most vulnerable clients, include all agencies.

CLIENT	AGENCY ASSIGNED	STAFF ASSIGNED	FREQUENCY
JOFI (HMIS#12345)	Hope House	Mary	At least 2X/week
ANFI (HMIS#22345)	Hope House	Tim	At least 2X/week
LACH (HMIS#32345)	Hope House	Mary	At least 2X/week
DAJE (HMIS#42345)	Hope House	Tim	At least 2X/week
JEMY (HMIS#12345)	Hope House	Mary	At least 1X/week
LEPA (HMIS#22345)	Hope House	Tim	At least 1X/week
BALA (HMIS#98865)	Opportunity Center	Mateo	At least 2X/week
PAFI (HMIS#98763)	Opportunity Center	Mateo	At least 1X/week
COLA (HMIS#08765)	Opportunity Center	Mateo	At least 1X/week
TYSC (HMIS#78765)	Opportunity Center	Mateo	At least 1X/week
KAJE(HMIS#08732)	Opportunity Center	Jason	At least 2X/week
JOSE (HMIS#78591)	Opportunity Center	Jason	At least 2X/week

CASE MANAGEMENT PLAN

Project provides Case Management, including needs assessment & service planning, for all PATH enrolled clients?

Yes No (If no, please also complete sections below)

Project has received DMHAS approval to provide Case Management for only a subset of all PATH enrolled clients? Yes No

DMHAS has approved limiting the clients for whom the project provides case management to the following number: 40 (please provide the point-in-time #)

The CAN has approved the following targeting criteria to determine for which clients the project will provide case management (check all that apply):

- Target clients who have been determined by the CAN to be the most vulnerable.
- Target clients who have been determined by the CAN to have been homeless the longest.
- Target clients who have been prioritized by the CAN to receive a housing intervention.
- Target clients who have expressed willingness to participate in case management services while continuing regular attempts to engage others.
- Other approved targeting criteria (specify): _____

PHONE/EMAIL OUTREACH SCHEDULE

Provide details on towns where neither in-reach nor canvassing is feasible. Specify people who can identify and refer any unsheltered homeless people in each town, who is assigned to stay in contact with each person and how frequently contact will occur. In CANS where multiple agencies provide outreach services, include all agencies. Add/delete rows as necessary.

TOWN	CONTACT INFO	AGENCY ASSIGNED	STAFF ASSIGNED	FREQUENCY
Harleysville	Joe Smith (Mayor’s Assistant): (201) 555-1111 jsmith@hville.gov	Hope House	Tim	Quarterly
Montgomery County (All Towns)	Lillian Sanders (Dept of Social Services): (201) 555-1111 Lsanderson@montco.gov	Hope House	Tim	Quarterly
Montgomery, Bucks, Delaware Counties (All School Districts)	John Lane (Dept of Education – South East Homeless Liaison) (201) 555-1111 Jlane@DOE.gov	Hope House	Tim	Quarterly
Montgomery County (All Towns)	Dan Jegel (Dept of Social Services): (201) 555-1111 Djegel@bucksco.gov	Hope House	Mary	Quarterly
Souderton	Marilyn Smith (Librarian) (201) 555-1111 msmith@soudertonlibrary.org	Hope House	Mary	Quarterly
Pipersville	Lindsey Krim (Police Dept) (201) 555-1111 LKRIM@pipersvll.gov	Hope House	Mary	Quarterly

Telford	Chris Park (Food Pantry) (201) 555-1111 CPARK@TelFood.org	Hope House	Mary	Quarterly
Delaware County (All Towns)	Susannah Baker (Dept of Social Services): (201) 555-1111 Sbaker@delaco.gov	Opportunity Center	Mateo	Quarterly
Upland	Mike Scott (Police Dept) (201) 555-1111 Mscott@uplandpd.gov	Opportunity Center	Mateo	Lindsey Krim
Pottstown	Chris Park (Food Pantry) (201) 555-1111 CPARK@TelFood.org	Opportunity Center	Jason	Quarterly

SCHEDULE FOR OTHER CRITICAL STAFF TASKS

Identify and schedule other critical tasks that outreach staff need to prioritize. In CANS where multiple agencies provide outreach services, include all agencies.

Task	AGENCY ASSIGNED	STAFF ASSIGNED	DAYS/TIMES
Team Meetings	Hope House & Opportunity Center	(Mary & Tim) (Mateo & Jason)	Mondays 1pm – 2pm
CAN Housing Team Meeting	Hope House & Opportunity Center	(Mary & Tim) (Mateo & Jason)	Tuesdays 2-3:30pm
Documentation & Case Management Tasks with Enrolled Clients	Hope House & Opportunity Center	(Mary & Tim) (Mateo & Jason)	Thursdays and as needed Wednesdays 1-3pm Fridays 9-10:30 am Fridays 1-5pm and as needed

COVERAGE PLAN

Briefly describe:

- A) *The project's strategy for ensuring that regular outreach occurs during planned staff absences.*
- B) *The project's strategy for ensuring that engagement of those who seem particularly unwell and/or vulnerable occurs during unplanned staff absences.*

A) In advance of planned staff absences outreach workers at both agencies meet with the outreach supervisor to establish a coverage plan. The plan ensures outreach to the most vulnerable clients, follow up on the most critical housing related case management tasks, and prioritizes coverage of locations where clients

are most likely to be found. These tasks are covered by the second outreach worker as feasible. Supervisor assists in covering these tasks as necessary to ensure safety and completion of tasks identified by the team as most critical.

- B) Teams at both agencies discuss status of and outreach plan to the most vulnerable clients in weekly team meetings. Supervisor documents the plan. When there is an unplanned absence of an outreach worker, supervisor either assigns outreach to the most vulnerable clients to the other worker or covers those tasks herself.

A & B) As needed to ensure coverage, the following staff people can also be assigned critical outreach project tasks:

- Hope House (Jim Kowal, PSH Supervisor; Stacy Adams, PSH Supervisor)
- Opportunity Center (Karen Levitt, Peer Support Specialist; Mark Johnson, Clubhouse Team Leader)

UNCOVERED AREAS

Briefly describe:

- A) *Any geographic areas within your CAN that are not covered in this plan and the reason why.*
B) *Any plans your project or CAN has to ensure that all areas are covered in the future.*

- A) Given poverty levels and the lack of homeless services in Aston (Delaware County), Quakertown (Bucks County), and Schwenksville (Montgomery County), the CAN believes there is likely hidden homelessness in these areas, despite the fact that only two homeless people have been identified in these areas during the PIT count in the past three years. Since it's unclear the extent of homelessness or the best locations to reach homeless people in these areas, no plans for canvassing, in-reach, or phone/email outreach have been established.

All three counties include large suburban and rural areas that are generally wealthy and unlikely to have significant homelessness. These areas are not currently covered by this plan.

- B) Erika Sreb is taking the lead for the CAN to identify contacts in Aston, Quakertown, and Schwenksville who can help to determine the extent of homelessness and the best strategies to reach any homeless people in these areas. She is slated to complete this and report back to the CAN by September 2020. At which time, the CAN will discuss any potential changes to this outreach plan.

Due to limited resources the CAN does not have plans to cover the suburban and rural areas that are generally wealthy and unlikely to have significant homelessness.

SYSTEMS GAPS

Briefly describe:

- A) *Any key organizations or sectors within your CAN that are not currently engaged to help prevent and end unsheltered homelessness (e.g. Shore Hospital, Fulton County jail, DOC, child welfare, schools, etc.)*
B) *Any plans your project or CAN has to ensure that these partners are engaged in the future.*

- A) A) The following organizations have been identified as potential partners to enhance COVID testing among unsheltered homeless people and/or deliver street medicine during the COVID pandemic and beyond: Grand View Hospital, Upper Montgomery County Clinic.

The following organizations have been identified as potential partners to deliver psychiatric care to people who will not participate in office-based services: Delaware County Community Mental Health Center, Richard Hall Behavioral Health Services

The following organizations have been identified as potential partners to reduce corrections discharges to the streets: Bucks, Montgomery, and Delaware County Department of Corrections

B) The CAN discussed the best strategy to engage and explore potential partnerships with these organizations and the following plan was established:

- Grand View Hospital: Executive Director at Hope House is on their Board and has agreed to reach out
- Upper Montgomery County Clinic: Chief Operating Officer at Opportunity Center knows their Medical Director and has agreed to reach out
- Delaware County Community Mental Health Center: Erika Sreb is working to identify a contact
- Richard Hall Behavioral Health Services: Director of Social Work used to work at Salvation Army and call is scheduled on 7/26 with Erika Sreb to explore interest
- Bucks County Department of Corrections: Jacob Downs, Bucks County Commissioner is on the Board of Hope House and has agreed to reach out
- Montgomery County Department of Corrections: Meghan Supple, Clinical Director at Opportunity House is working to identify a contact
- Delaware County Department of Corrections: Bill Swan, Exec Director at Chester Day Shelter is working to identify a contact

The people named above are scheduled to complete these tasks and report back to the CAN by September 2020. At which time, the CAN will discuss any potential changes to this outreach plan.

EMERGENCY PLAN

Briefly describe steps your project will take to help unsheltered people reduce risks during:

- A) *Extreme cold weather/snow storms*
- B) *Extreme hot weather*
- C) *Flooding*
- D) *Other emergencies*

Hope House and Opportunity Center Supervisors will ensure outreach staff are aware of anticipated severe weather events. Outreach supervisors will ensure staff have priority access to agency vans to facilitate transportation to safe locations in advance of anticipated severe weather events. Hope House Director of Social Services will be in contact with Bucks and Montgomery County Offices of Emergency Management, and Opportunity Center Outreach Supervisor will be in contact with Delaware County Offices of Emergency Management. Each agency will relay any relevant information to the other. Outreach supervisors will ensure staff have current information about resources available to reduce risks (e.g., warming/cooling center locations/hours, changes in shelter protocols). Teams will establish plans for reducing client risks in a team meeting at least 3 days prior to the event. Outreach staff will prioritize tasks as assigned in plans. Outreach supervisors will assist as necessary to help reduce risks for the most vulnerable clients. Outreach staff at both agencies will establish safety plans with as many clients as feasible, targeting the most vulnerable.

- A) Outreach staff at both agencies will distribute hats, gloves, blankets, tents/tarps to clients who will not come inside
- B) Outreach staff at both agencies will distribute water, hats, sunscreen to all clients.
- C) In coordination with emergency management officials and local police, outreach supervisors will establish plans for relocating clients in the most at risk areas
- D) Infectious Disease Outbreak:
 Hope House Director of Social Services will be in contact with Bucks and Montgomery County Departments of Health, and Opportunity Center Outreach Supervisor will be in contact with Delaware County Department of Health and will monitor CDC guidance. Each agency will relay any relevant information to the other. Outreach supervisors will ensure staff have current information about how to reduce risks for themselves and clients and will modify outreach plans as needed to reduce risks. Outreach staff at both agencies will distribute masks, hand sanitizer, garbage bags, and cleaning supplies to all clients. Outreach supervisor will monitor supplies and coordinate with agency management to ensure sufficient supplies are available. Agency management will apprise DMHAS and other funders of any unmet needs. By September 2020, both agencies will update their emergency policies and procedures to reflect prevention and mitigation strategies for infectious disease outbreaks.
 Hope House will follow up with identified vulnerable individuals and all people who receive case management in emergency placement. For emergency placement sites that do not have the capacity to provide case management services, the outreach worker will remain the primary worker and work towards stabilization in the emergency placement and establish an exit plan to housing. For those that have case management services at their emergency placement, the outreach worker will provide a warm handoff and coordinate with the on-site services.

ENGAGEMENT SUPPLIES

List supplies that are available to outreach workers to offer to clients. Examples might include toiletries, socks, gloves, hats, blankets, water, etc. If needed supplies are not currently available, describe plans for obtaining supplies.

Both agencies have:

Masks, shampoo, soap, tampons/pads, sunscreen, bottled water, socks, gloves, hats, blankets, hand sanitizer, garbage bags, laundry detergent

Disinfectant spray is not currently available. Hope House shelter manager is working on obtaining and will share information with Opportunity Center.

PUBLIC AWARENESS/PIT

Briefly describe:

- A) *The project’s strategy for ensuring that members of the public who are unfamiliar with the homeless services system know who to call to get help for a homeless person.*
- B) *How your project prioritizes and responds to such concerns.*
- C) *How your project determines if anyone particularly vulnerable was found during the annual PIT count and how you follow up to engage those people.*

- A) CAN conducts community outreach presentations to key organizations at least quarterly. 211 has billboards advertising services. Outreach workers post fliers in libraries, town offices, laundromats, social service/healthcare agencies, and on community news bulletin boards. Outreach supervisors identify relevant social media platforms and post information at least quarterly.
- B) 211 refers calls they receive to the relevant outreach supervisor based on geography. Any CAN participating staff person that receives an inquiry refers to 211 and notifies the relevant outreach supervisor (if applicable). Outreach supervisor follows up or assigns an outreach worker to follow up within 1 business day.
- C) PIT Regional Coordinators, in collaboration with CCEH, identify protocols for identifying and following up with particularly vulnerable people. Volunteers are trained by PIT Count Regional Coordinators (RCs) on those protocols. Outreach supervisors at both agencies field calls on the day of the count from volunteers to respond to reports of vulnerable people. Outreach supervisors can talk by phone to any particularly vulnerable person identified and establish a plan directly with that person. Where that is not feasible, volunteers document any available details (e.g., specific location & time encountered, name/description of person, and contact information or how the outreach team can reach the person). Volunteer reports the encounter and provides available details to Regional Coordinators. RCs report that information the next day to outreach supervisors. Outreach supervisors arrange to locate the person if possible.

PLAN REVIEW AND APPROVAL		
Supervisor Name:	Supervisor Signature (required monthly):	Date:
	Month 1: Jane Jones	2/20/20
	Month 2: Jane Jones	3/20/20
	Month 3: Jane Jones	4/20/20
	Month 4: Jane Jones	5/20/20
	Month 5: Jane Jones	6/20/20
	Month 6:	
CAN Representative Name:	CAN Representative Signature (required 2x/year):	Date:
	PERIOD #1: <i>Jim Johnson</i>	2/25/20
	PERIOD #2:	
DMHAS Representative Name:	DMHAS Representative Signature (required 2x/year):	Date:
	PERIOD #1: <i>Brenda Earle</i>	3/5/20
	PERIOD #2:	