

Orientation to PATH Outreach for Supervisory Staff (Session #2)

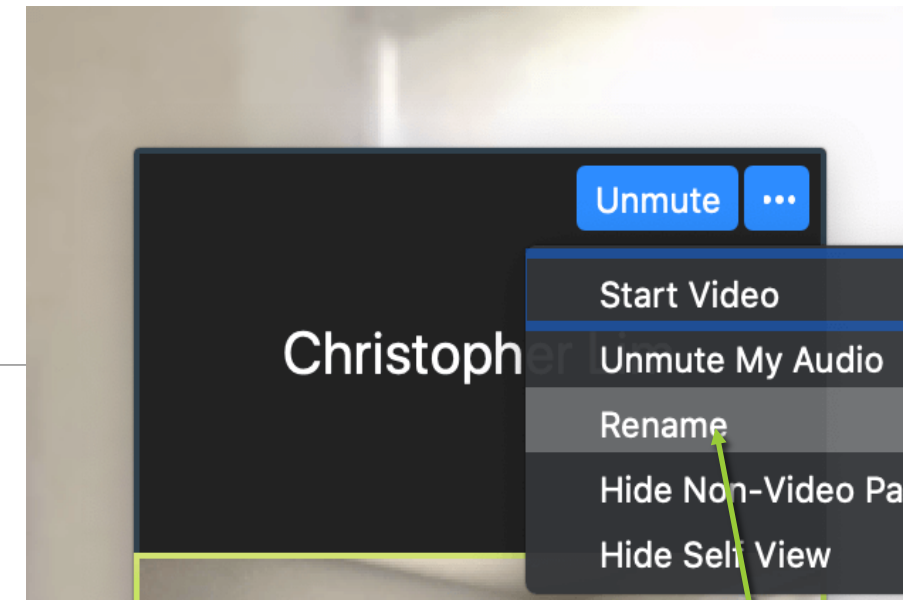
MARCH 17, 2022

Brenda Earle, DMHAS
Suzanne Wagner, Lauren Pareti &
Shannon Quinn-Sheeran, Housing Innovations



Welcome

- Introduce CT DMHAS Staff and Facilitators
- Goals for the Session
- Housekeeping
 - **PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN**
 - Please put your name as you would like to be addressed as your screen name.
 - We will upload the slides to the chat box momentarily.
 - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!
 - The session is being recorded and will be posted to the web.
 - There are more slides and details in this presentation than we can cover in the allotted time, so some slides are for reference.





1. Review of Visions, Values & Goals
2. Key Supervisory Responsibilities
3. PATH funding, data & reporting
4. Consumer Surveys
5. Outreach Plans
6. Monitoring
7. Closing Comments
8. Links to Additional Resources

Links to session 1: [Slides](#), [Recording](#)

Ice Breaker

Break-Out Rooms

- Name, Agency, Role
- Share one thing you love about your job
- Share one thing that has been a silver lining for you during the pandemic





Outreach Overview

VALUES, VISIONS, &
GOALS

Connecticut Statewide Street Outreach Standards

CT Department of Mental Health and Addiction Services
& CT Department of Housing

Spring 2022



CT Statewide Outreach Standards

*PATH contractual
implementation following
procurement – anticipated for
2024.*

CT Outreach Vision and Goals

Vision: to support people experiencing unsheltered homelessness in achieving some form of permanent, sustainable housing

Goals:

1. Quickly connect to safe housing, income & other supports
2. Identify people living in unsheltered locations
3. Minimize service gaps or duplication
4. Use resources strategically to end homelessness
5. Prepare & support people to meet tenancy obligations
6. Provide warm handoff and aftercare



CT Outreach Values

- Housing First
- Urgency – end homelessness as quickly as possible
- Respect perspectives, motivations, choices & property
- Build trusted relationships with clients & partners
- Minimize risk & reduce harm
- Create equal access
- Create transparency with clients and partners
- Be consistent





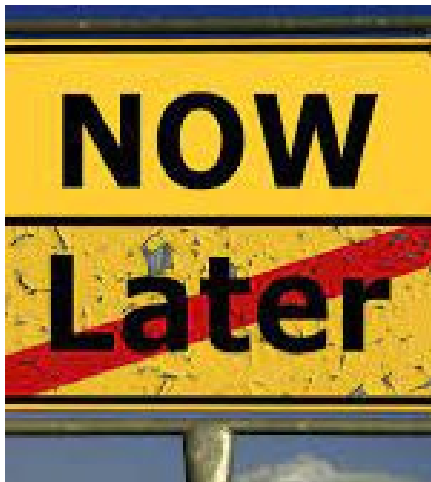
CT Outreach Values (2)

- Become allies in clients' journeys
- Engage as an interdependent, committed service provider in a network of committed service providers
- Practice & support culture of self-care
- Meet people where they are
- Be flexible & creative problem-solvers
- Commit to data & documentation – use in collaboration & service improvement
- Rigorously plan outreach

CT Outreach Outcomes

Unsheltered clients, especially most vulnerable, **move into housing**

- % of clients exiting to a permanent housing location



Clients' experience of homelessness **not one day longer** than necessary

- For clients who exited to permanent housing, length of time from outreach enrollment to move-in

CT Outreach Outcomes (2)



Clients get supports in **harm reduction** and **tenancy preparation**

- % of clients with increased income from enrollment to exit

Outreach projects within the same geography **minimize service gaps and duplication**

- % of unsheltered persons encountered entered into HMIS within 72 hours

See [Statewide Standards](#) for recommended internal performance standards.



What strategies are you using in your program to succeed on these outcomes?

-- Quick exits to PH, entry into HMIS, connections to income and tenancy resources and aftercare?

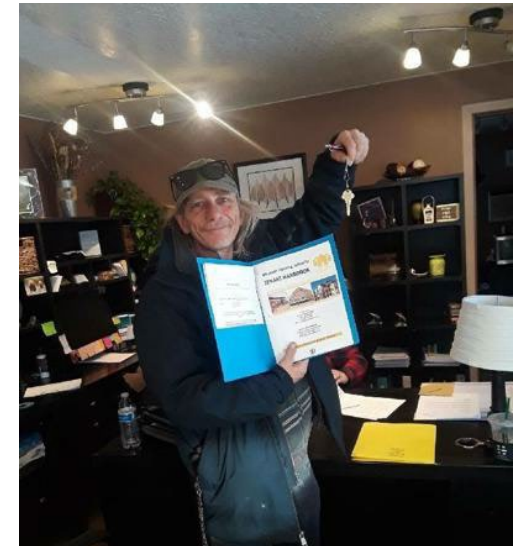
PUT RESPONSES IN THE CHAT BOX OR
UNMUTE TO SHARE



Key Supervisory Responsibilities

Facilitate Exits to Permanent Housing

- Ensure client placement on By Name List (BNL)
 - Advocate at Coordinated Access Network (CAN) meetings to expedite housing
- Conduct case reviews
 - Provide opportunities to discuss individual cases – help with solutions
- Review assessment and service plans
 - Client-centered?
 - Broken down into achievable steps?
 - Indicate who is responsible for what by when?
 - Address roadblocks preventing progress?
 - See Statewide Standards for **NEW** template



Promote Client & Staff Safety



- Ensure staff understand and follow agency's safety protocols
 - Conditions in which outreach is done in pairs
 - Field schedule known & updated
 - Check-ins on predictable schedule
 - Supervisory coverage for consultations on safety and/or crises
- Ensure staff understand and follow COVID safety protocols
- Review client history to orient staff to client patterns, strengths, and risks
- Support Harm Reduction ([Harm Reduction Plan](#))
- Build partnerships with local police
- Use incidents as opportunities to learn

Develop & Implement an Onboarding Plan

- Warm hand-offs to participants
- Introductions to partners
- Safety & de-escalation
- Outreach standards, values, goals, outcomes
- Key Service Approaches– Assertive Engagement, Housing Focused Case Management, etc. (See Session 1: [Slides](#), [Recording](#))
- Client rights
- Outreach Plan, including orientation to canvassing locations
- HMIS access & training (other admin requirements if relevant)
- Documentation requirements
- Plan for ongoing training



Provide Individual & Group Supervision

- Provide a minimum of one hour of 1:1 supervision with staff every other week.
- If project has more than one outreach staff, host team meetings every other week and/or regular “huddles”
- Help strategically plan concrete daily tasks aligned with outreach plan



Support Staff Effectiveness & Retention

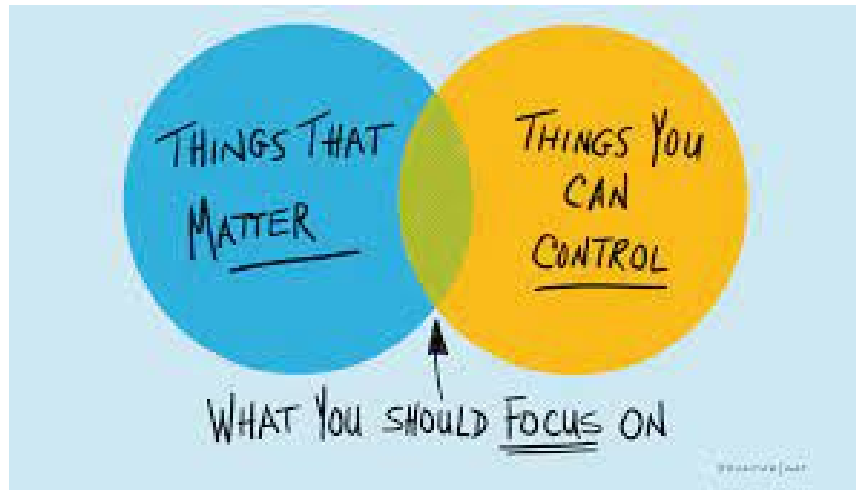
- Monitor staff well-being and provide support & guidance.
- Help prioritize workload.
- Promote professional & skill development.
- Evaluate performance and provide concrete, objective feedback.
- Provide needed resources within your agency (e.g., training, IT systems, clinical consultation).
- Build and share knowledge about community resources.
 - *Advocate for new resource development as needed*
- Promote collaborations within the outreach team & with other programs at your agency and partner agencies.
- Acknowledge individual contributions & celebrate achievements!

Model & Promote Self-Care

- Take breaks
- Ask for help
- Exercise
- Eat healthy foods
- Get rest
- Practice meditation or other stress reduction techniques
- Avoid alcohol and drugs
- Connect with others
- Self Care Webinar [slides](#) & [recording](#)



Continuously Strengthen Performance



- Create project-level housing goals.
- Decide each quarter which participants you are going to focus on housing in the coming quarter.
- Plan for the unexpected by focusing on twice as many people (e.g., if quarterly target is 4 exits to permanent housing, focus on 8 clients.)
- Determine which tasks are most critical to get done to obtain housing for each targeted participant and set a target date for each task.

Continuously Strengthen Performance- 2



- Regularly review outcome targets and discuss performance data with the entire team.
- Take a team approach to problem solving when you encounter obstacles or aren't on track to hit targets
- Regularly brainstorm opportunities to improve processes with front-line staff.
- Focus on what you can control not on things outside of your control.
- Acknowledge each person's contributions and celebrate successes – big and small!

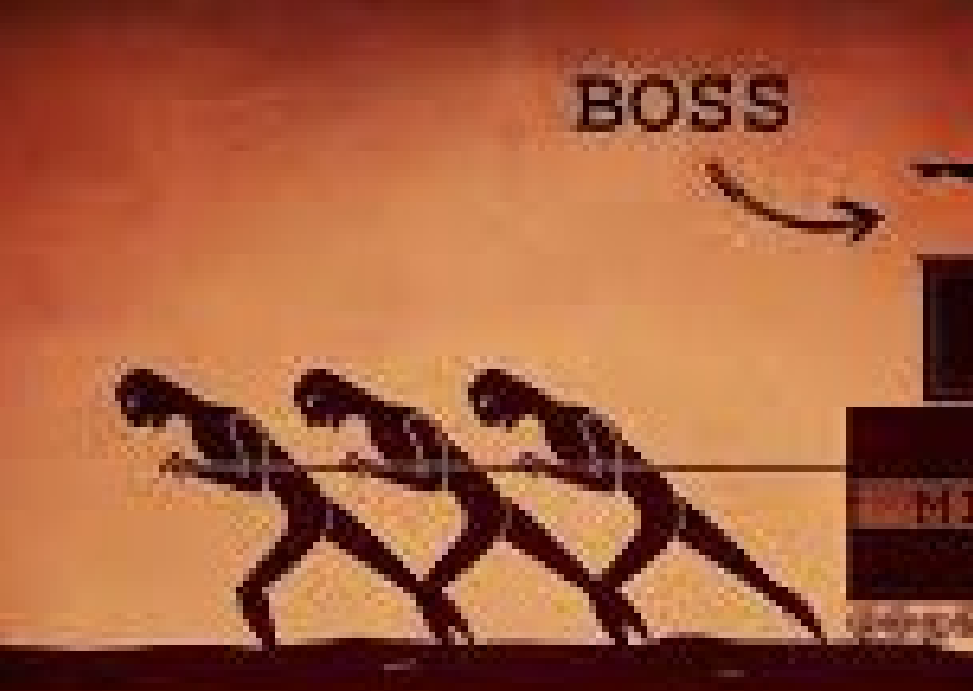


Continuously Strengthen Performance (3)

Involve clients in continuous quality improvement

- Act on input from consumer surveys.
- Use focus groups and other methods to get input.
- Encourage use of and learn from your grievance process.
- Engage people with lived expertise as volunteers, employees, consultants and members of boards of directors.





Other Key Responsibilities

- Update the Outreach Plan regularly (at least monthly)
- Reinforce importance of client documentation and timely, accurate and complete data entry
 - Help staff carve out time
- Lead data quality review and corrections (at least quarterly)
- Ensure timely and accurate submission of PATH Annual Report and Intended Use Plan
- Ensure levels of service commitments are met (contacts and enrollments)
- Oversee subcontractors

Breakout Discussions

DISCUSS:

1. The staffing structure on your outreach team including positions that oversee and support the team
2. Agency resources that support your PATH outreach work
3. Any interesting/new initiatives to support your team's success
4. Any challenges you are encountering





Overview: PATH Funding, Data & Reporting

PATH Funders

Substance Abuse and Mental Health Services Administration (SAMHSA)

- Provides PATH funding to DMHAS annually
- Requires data collection (HMIS), Intended Use Plans (IUPs) and Annual Report submission through PDX
- Requires DMHAS to monitor PATH contractors

CT Department of Mental Health and Addiction Services (DMHAS)

- Administers and disburses PATH funds in CT
- Coordinates IUP and PATH Annual Report (PAR) submission to SAMHSA
- Establishes state requirements and monitors adherence
- Requires data submission in DDaP
- Requires semi-annual submission of outreach plans



State Procurement

- DMHAS conducted a Request for Proposals (RFP) in 2015 to disburse funding to each CAN region
- Another RFP is anticipated in 2024



Intended Use Plan (IUP)

- Defines how funds will be used for the coming year
 - SAMHSA determines annual submission schedule (most recently due in March 2022)
 - DMHAS gathers info from providers, compiles, & submits to SAMHSA
- Current operating year: **9/1/21 – 8/31/22**
- Provides information about:
 - Service provider's background & description
 - Proposed services
 - Annual contact and enrollment targets
 - Budget



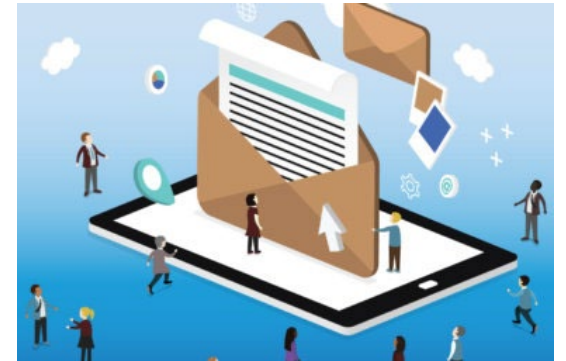
HMIS

- Providers must enter program and client-level data into the [CT Homeless Management Information System](#) (HMIS)
- Must be trained
 - See [CT HMIS PATH/DMHAS/DDaP/ESG Street Outreach Training Class](#)
- Resources:
 - [PATH Quick Guide](#)
 - [Running CAPER or APR](#) (way to see current client list)
 - HMIS Help Desk: help@nutmegit.com
 - [Outreach Program Performance Data](#)



PATH Annual Report (PAR) & PATH Data Exchange (PDX)

- DMHAS's data system (DDaP): PATH data must be entered or uploaded to DDaP
 - Ensure staff complete DDaP training & can run reports
 - Agency progress reports posted quarterly
- Must submit the PATH Annual Report (PAR) through the PATH Data Exchange (PDX) – typically **October** - <https://pathpdx.samhsa.gov/>
 - Communicate to DMHAS who should have PDX access for your agency
 - Completing quarterly reports in PDX ensures data accuracy for PAR
 - [PATH FY2022 Report Documentation](#)
 - For questions related to PDX : pathpdx@samhsa.hhs.gov.





Consumer Surveys

2022 Consumer Surveys



- Purpose: Ensure participants have a voice in shaping PATH services
- Deadline for submission of survey data in survey monkey: **4/15/22**
- Statewide standard survey format required:
 - English Survey
 - Spanish Survey
 - Survey Monkey Links – distributed by email
Contact Shannon@housinginnovations.us if you need your link
- Housing Innovations analyzes data & sends each agency and DMHAS a report.
- Each agency is responsible for reviewing results and taking actions to address feedback.

Best practices – Put in the chat box or unmute

- What process do you use to review outcome data with your team?
- What data quality practices do you use with your team?
- If you love data, please hit the thumbs up emoji



A black and white photograph of four NASA staff members standing in front of a large aircraft. From left to right: a man in a flight suit and cap, a woman in a NASA hoodie, a woman in a flight suit and beanie, and a man in a NASA hoodie. The aircraft's wing and fuselage are visible in the background.

Outreach Plans

Purpose



- To coordinate a collaborative outreach effort in each CAN
- To plan joint efforts to identify people living unsheltered
- To minimize duplication and gaps in services
- To ensure prioritization of the most vulnerable clients
- To provide structure for outreach teams & predictability for clients
- To help projects meet funder's standards

Tools

- [Outreach Plan Template](#)
- [Sample Outreach Plan](#)

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
MONDAYS	Doylestown			
	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

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
	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
	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

Outreach Plan Sections

- Canvassing Schedule
- In-Reach Schedule
- Engagement Plan – Most Vulnerable
- Case Management: All Clients or Targeted
- Phone/Email Outreach Schedule
- Other critical staff tasks: e.g., documentation, team meetings, CAN meetings
- Coverage during staff absences
- Uncovered geographic areas
- Systems Gaps
- Emergency Plans
- Engagement Supplies
- Public Awareness/PIT
- Monthly Supervisor Review
- Semi-Annual CAN/DMHAS Approval



Outreach Plan – Steps for updating



1. Discuss the plan with your team.
2. Discuss the plan at your CAN.
3. Update the plan.
4. Have a CAN representative sign the updated plan.
5. Submit to DMHAS for approval.
6. Review monthly and update as needed.
7. Continue to submit to the CAN and DMHAS for approval every 6 months.

Due Dates & Webinar

- Plans approved by CANs/DMHAS 2 times per year
- Updated plans due to DMHAS
 - March 31, 2022
 - September 30, 2022
- Outreach Plan Training:
 - Presentation slides
 - Webinar recording





Break Out Discussions

- Share what process your CAN uses to review and update your outreach plan with your partners?
 - Or what process would you like to implement?



Monitoring



Monitoring - Purpose

- To support an approach that is grounded in common values & achieves mutual goals (see Outreach Overview Slides)
- To help providers to understand funder expectations and clarify any questions
- To assess where practices are aligned with standards and any areas needing additional focus
- To identify training and technical assistance needs

Monitoring - Overview of Process

- Pre-visit documentation submission and review
- Entrance/Exit Conferences
- Chart Review
- Staff Interview
- Consumer Interview
- Report & Follow-up Plan



2022 Monitoring Guide Sections

- Visual Observation (N/A in 2022 - On-Site Only)
- Written Policies
- Administrative Requirements
- Eligibility Determinations
- Outreach & Engagement Services
- Housing Focused Case Management Services
- Coordination with Community Partners
- Emergency preparedness and response





Monitoring - Tips

- Review your 2021 report and follow up plan.
- Determine if any standards are not feasible or don't make sense for your project - seek DMHAS approval for adjustments.
- Consider whether your enrollment and contact targets are feasible (can change in consultation with DMHAS via IUP).
- Consider whether you have sufficient staff capacity to provide full case management services to all enrolled clients (can target a subset – see outreach plan).



Monitoring Webinar


January 12, 2022

- [PATH Monitoring Webinar 2022 -PDF](#)
- [Video recording](#)



Zoom Poll

WHAT FOLLOW-UP WILL YOU DO TO AFTER THIS TRAINING? PRIORITIZE THE
3 MOST IMPORTANT ITEMS.



**"LEADERSHIP IS NOT A
PERSON OR A POSITION.
IT IS A COMPLEX MORAL
RELATIONSHIP BETWEEN
PEOPLE BASED ON TRUST,
OBLIGATION, COMMITMENT,
EMOTION, AND A SHARED
VISION OF THE GOOD."**

- JOANNE CIULLA



Purdue University

Closing Comments

Closing Comments

- The Outreach Supervisor's role is critical in the effective delivery of street outreach services.
- Staff need regular supervision and support to help them to quickly identify, engage, and re-house participants.
- Effective supervision is essential to:
 - Continuously strengthen performance & achieve outcomes
 - Ensure focus on the most important tasks
 - Coordinate collaboration with partners
 - Promote client and staff safety
 - Build a motivated and fun team
 - Help staff to learn & grow
 - Decrease staff turnover
- Supervisors are essential!



THANK YOU FOR YOUR LEADERSHIP!!!

Leaders are more powerful
role models
when they learn
than when they teach.

- Rosabeth Moss Kantor

Additional Resources

Monthly Community of Practice – Case Conferencing



- 2 groups divided geographically (Cohort A: Second Thurs at 1pm; Cohort B: Second Fridays at 10am)
- Prior to each session, HI will send out an agenda with the topic, questions to start the discussion, and a case conferencing outline.
- In advance think of someone you want to discuss who has either overcome or is struggling with the issue of the month.
- At the end of each session, group will prioritize the topic for the following month.
- All staff are invited. DMHAS requests that supervisors attend with staff.

DMHAS/DOH Quarterly Outreach Meetings

Next Meeting: 6/21/22 1pm
– 2pm

**Join on your computer or
mobile app**

[Click here to join the
meeting](#)

Or call in (audio only)

[+1 860-840-2075](#)

Phone Conference ID: 977
337 691#



Outreach Training Resources

- Using the Modified Mini Screen to Document SMI
- Housing Location & Stabilization
- Working with People with Mental Illness
- Assessment and Service Planning
- Working with People in Hotels
- Expectations in Housing
- Helping Program Participants to Understand Housing Options



COVID Outreach Training Resources

Outreach and PATH section includes links to:

- National Best Practices and Resources
- [Webinar recordings & slides](#) from the beginning of the pandemic with topics such as:
 - Mental Health First Aid
 - Harm Reduction
 - Self Care & Support for Caregivers
 - Safety & Symptom Screening



De-Escalation Method Resources

Resources:

Crisis Prevention Institute | www.crisisprevention.com

Assertive Communication: De-Escalation | <https://thousandwaves.org/self-defense/resources/>

The Center for Nonviolent Communication | www.cnvc.org

Quality Behavioral Solutions | www.qbscompanies.org





Questions?

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