

# CT Street Outreach Coverage Map & Plan Instructions

---

## Background

The CT Street Outreach Coverage Map and Street Outreach Plans in Google Sheets were created to support Connecticut's Street Outreach teams. The Sheet can be updated at any time, and DMHAS requires updates at least twice per year (typically April and October). The Sheet includes important information like outreach and in-reach locations & times, staff assignments and contact information, and information about coverage, emergency preparedness, and addressing system gaps. Data entered into the Sheet is automatically uploaded to the Coverage Map. Each Coordinated Access Network (CAN) has its own Map providing showing scheduled outreach tasks.

---

## Purpose

The Street Outreach Plan (Google Sheet) and Coverage Map work together to:

- Keep outreach schedules clear and accessible
  - Show who is responsible for what area, and when
  - Provide quick access to contact information for outreach and site staff
  - Ensure coverage for key canvassing and in-reach areas
  - Support coordination between staff, supervisors, and leadership - Support regional planning around preparedness and gaps
- 

## How the Sheet and App Work Together

- **Street Outreach Plan (Google Sheet):** This is the “master document” where all updates are entered. Each CAN has its own Sheet, with tabs for scheduled activities (e.g. canvassing and in-reach) and other tasks, including engaging vulnerable clients, coverage during staff absences, addressing system gaps, and emergency planning.
- **Coverage Map (App)** This tool pulls information from the Street Outreach Plan and displays it in a mobile-friendly map. Staff can use it in the field to see schedules, assignments, and contact details. Regional planners can use it to visualize coverage, identify gaps and adjustments needed.

Note: Updates must always be made on the Street Outreach Plan Sheet. Once the Sheet is updated, refresh the App to see the changes.

---

## Instructions

1. **Complete or Update the Street Outreach Plan (Google Sheet)**<sup>1</sup>
- 

<sup>1</sup> See end of document for tips on using work email (non-Gmail) to access Google Sheets

# CT Street Outreach Coverage Map & Plan Instructions

- Link to [Street Outreach Sample Plan](#)
- Enter on the scheduled tasks tab: outreach locations, program names, staff assigned, days/times, and contact information.
  - See the Start Here tab on the Sheet for further instructions.
  - **Caution:** do not enter any confidential information on the sheet.
- See instructions embedded in the Plan to add or subtract rows to change the number of locations in the scheduled task tab and to ensure that any new rows show up in the Coverage Map.
- Complete the other tasks tab: vulnerable populations, coverage, uncovered areas/ system gaps, and emergency planning

## 2. Access the Coverage Map (Mobile or Desktop)

- Install (if using mobile app) and open the App using the provided link or QR code for your CAN region.<sup>2</sup>
  - [Install on mobile](#)
  - [Open in browser](#)



- Log in if prompted (most versions are view-only without a password).

## 3. Navigate the Coverage Map

- **Map View:** Shows outreach locations pinned on a searchable map. Tap pins and links within to see details (address, staff, program, contacts). Filter by location, program, day, or staff by clicking the magnifying glass, then the triangle on the right.
- **Site Details View:** Shows assignments in list form, including schedule, staff, program, and contact information.
- **Filters:** In Map View, use the search field and dropdown to filter by day, staff, or program.
- **Updates:** Refresh the app (circle with arrow icon) to load recent changes from the Sheet.

## 4. Examples of How to use the Coverage Map

### For Staff Developing the Plan:

- Decide if a single point of contact will complete, or if to share access with supervisors and to complete together in the document.

---

<sup>2</sup> See tips section at end of document for tips on browser usage for Appsheet on desktop.

# CT Street Outreach Coverage Map & Plan Instructions

- If latter, assign one central person to review for completeness before submission.
- Review the coverage map to confirm that coverage and schedules display as expected.
- Update the Street Outreach Plan Sheet if gaps or errors are found.

## **For Supervisors:**

- Use the map view to confirm staff assignments and ensure teams of 2 or more are scheduled when canvassing.
- Use the site detail view to review schedules and backup coverage contacts.
- Share the Coverage Map link with your team so everyone has the same information.

## **For Outreach Workers:**

- Use the app on your phone to find out where you are scheduled.
- Filter the map view to see only sites for your program. See instructions under 3 above.
- Tap pins to see addresses, program names, and contact info.
  - Tap the program name to see staff assignments including days and times.
- Tap phone/email links to connect directly with teammates.
- Tap the address for navigation using your phone's maps.

## **5. If Something Looks Wrong**

- Check the Street Outreach Plan Sheet or contact the person responsible for updates in your CAN region.
- Remember: the app is read-only; changes must be made in the Google Sheet.

## **6. Notify Mollie Machado at DMHAS ([mollie.machado@ct.gov](mailto:mollie.machado@ct.gov)) when your plan is ready for semi-annual review – typically due to DMHAS by April 30<sup>th</sup> and October 31<sup>st</sup> each year.**

---

## Reminders

- The Coverage Map works on a smartphone, desktop or tablet. Features such as driving directions will only work on a Wi-Fi connected smartphone or tablet. Calls and texts will only work on a smartphone unless
  - You have an iPhone connected to an iPad, and the call/text forwarding is enabled in your iPhone
  - You have a Phone link app (built into Windows 10/11) on your PC which connects your Android phone to your PC.
    - This requires Bluetooth & Wi-Fi for the phone-PC connection.
- Do not include any confidential client information.

---

## Tips

### **Instructions for Work Email Access to Google Sheets**

For users with existing personal Gmail accounts – options 1 and 2 are most reliable:

1. Use Incognito/Private Browsing Mode:

# CT Street Outreach Coverage Map & Plan Instructions

- Open a new incognito/private window in your browser
  - Sign in with your work email only
  - Access the Google Sheet through the link provided
  - This prevents conflicts between personal and work Google accounts
2. Use a Different Browser
    - Dedicate one browser (e.g., Google Chrome) for your work email
    - Use a different browser (e.g. Edge, Firefox) for your personal Gmail
    - This keeps accounts completely separated
  3. Use Google's Account Switcher
    - If you must use the same browser, click your profile picture in the top right corner
    - Select "Add another account" and sign in with your work email
    - Switch between accounts using the profile icon
    - Important: Always verify which account you're using before accessing the sheet
  4. Sign Out Method (less convenient)
    - Sign out of your personal Gmail
    - Sign in with your work email
    - Access the sheet
    - Sign out and back into personal email when done.

## **Accessing AppSheet (platform for the Coverage Map)**

Some users encountered trouble accessing the app in Firefox, but had success using Google Chrome and Microsoft Edge.

---

## Need Help?

If you need help using the Coverage Map or the Street Outreach Plan Sheet, reach out to your outreach supervisor or the person who coordinates the Street Outreach Plan in your CAN region. Coordinators can reach out to Shannon Quinn Sheeran ([shannon@housinginnovations.us](mailto:shannon@housinginnovations.us)) for help.